ELECTIONS OPERATIONS SPECIALIST

$3,535 - $5,361 Month/Non-PERS*

$3,748 - $5,682 Month/PERS

ABOUT THE AGENCY

The Oregon Secretary of State is one of three constitutional offices created at statehood. As an independent constitutional officer, the Secretary of State answers directly and solely to the people of Oregon.

OUR MISSION

Build trust between the people of Oregon and our state government so that public services can make a positive impact in peoples' lives.

OUR VISION

We envision an Oregon without barriers, where we lead with our values and believe every voice should be heard. We do so by:

• Building equitable access to our democracy.
• Making tools easily available to achieve economic success.
• Ensuring state resources are used sustainably, efficiently and accountable to the public.
• Honestly acknowledging Oregon's history.

OUR VALUES

Access For All
We elevate equity through identifying and actively eliminating barriers.

Authenticity
We have integrity and are honest and true to ourselves and others.

Clarity
We share stories, using plain language to increase understanding and impact.

Respect
We are committed to serving the people of Oregon and strive to understand all viewpoints.

Service
We are responsive and prioritize the needs of current and future Oregonians we serve.

The Secretary of State employs approximately 200 full-time, part-time, and temporary employees. The Secretary oversees the functions of seven program divisions: Archives, Audits, Corporation, Elections, Business Services, Information Systems, and Human Resources.

For more information about the Oregon Office of Secretary of State, please visit: State of Oregon: Oregon Secretary of State - Home

Remote working arrangement available upon manager approval
POSITION DESCRIPTION

In this role, you will serve as the front-facing customer service agent for the Elections Division. You will also provide administrative support for Division management and programs. This is accomplished in part by, but not limited to:

• Monitoring and managing the division's public facing email boxes
• Assisting voters via phone, email, and in-person
• Processing the division’s incoming and outgoing mail
• Resolving routine problems or complaints and escalating complicated issues to other staff members
• Performing an initial review of documents filed with the division
• Providing data entry assistance to division staff
• Assisting division staff with mailings
• Coordinating travel and scheduling meetings for the division
• Providing support for records management
• Fulfilling voter registration supply orders

For explicit duties, please request a copy of the position description from Sarah.Manring@sos.oregon.gov.

CLASSIFICATION: Public Service Representative 4
WORKING TITLE: Elections Operations Specialist
CLASS NUMBER: C0324
ANNOUNCEMENT NUMBER: REQ-110490

AN EQUAL OPPORTUNITY AND AFFIRMATIVE ACTION EMPLOYER

*The salary listed is the non-PERS qualifying salary range. If the successful candidate is a member of the Public Employees Retirement System (PERS), the salary range is increased by 6% to pay the 6% employee PERS contribution.
TO QUALIFY

Studies have shown that women and people of color are less likely to apply for jobs unless they meet every one of the qualifications listed. We are most interested in finding the best candidate for the job, and that candidate may be one who comes from a less traditional background. We would encourage you to apply, even if you don’t meet every one of our qualifications listed.

Your application must demonstrate experience in the following:

Three years of experience performing public contact and/or customer service duties comparable to the work of a Public Service Representative.

At least two years of this experience must include dealing with the public in-person or by phone providing information about services and programs; explaining rules, programs, and procedures; and/or providing assistance, explaining requirements, and gaining compliance.

As the most competitive candidate, your application will demonstrate the following skills and experience:

• Strong interpersonal skills – outgoing and personable and ability to build rapport easily with others

• Organizational skills – ability to plan work and follow up on task assignments while meeting overlapping deadlines in a fast-paced, politically sensitive environment

• Excellent written and verbal communication skills – ability to communicate clearly and concisely to engage with a wide and diverse audience

• Proven ability to promote a team-oriented environment by engaging in proactive understanding of elections issues, procedures, and program functions

• Demonstrated skill and understanding of supporting teams in a hybrid work environment.

Preference may be given to applicants who have elections experience, and those that are bilingual in one of the top five most common non-English languages spoken in the State of Oregon: Spanish, Vietnamese, Chinese, Russian, and Korean. Learn more about the Most Common State Languages here.

If you are unsure whether you meet the qualifications of this position, please feel free to contact us to discuss your application.
HOW TO APPLY

This recruitment will close on Tuesday, November 14th, 2022 at 11:59 pm.

Current state of Oregon employees must apply in Workday under the Career worklet here:

Non-state of Oregon employees must apply here:
ADDITIONAL INFORMATION

The state of Oregon has moved to an online application system, Oregon E-Recruit System. All current employment opportunities can be found on the Oregon job opportunities page for non-state of Oregon employees.

Application materials must be received by the close date and must be complete and legible. The Secretary of State’s office is not responsible for materials that are late, misdirected, illegible or missing as a result of transmitting through the State of Oregon, Workday system. No exceptions will be made.

Please pay special attention to the application instructions in the announcement to ensure your application materials are submitted correctly.

VETERAN’S PREFERENCE:

Eligible veterans who meet the qualifications will be given veterans’ preference. To receive preference, you MUST attach appropriate documentation when Workday prompts you to in a follow-up action.

If you are a veteran or disabled veteran, please include a copy of your Certificate of Release or Discharge from Active Duty (DD Form 214 or 215) or a letter from the US Dept. of Veteran’s Affairs indicating receipt of a non-service-connected pension. Disabled Veteran’s must also submit a copy of their Veteran’s disability preference letter from the Dept. of Veteran Affairs unless the information in included in the DD Form 214 or 215. Do not include veteran documents in your initial application.

The Secretary of State’s Office does not have procedures or policies in place for VISA sponsorships. Within three-days of hire, you will be required to complete the US Department of Homeland Security’s I-9 form confirming authorization to work in the United States.

The selection process consists of a review of your application materials and an evaluation of your education, experience, and training. Please note that your response will also be evaluated for grammar, spelling, and punctuation. Qualified applicants whose background most closely matches the needs of the position will be invited to interview. Final candidates may be asked to participate in additional interviews.

The Oregon Secretary of State is an equal opportunity, affirmative action employer committed to a diverse, inclusive and welcoming workplace.

We are not looking for people who are looking for a job, we are looking for people who want to serve the State of Oregon and make a difference in others’ lives.

PLEASE NOTE, YOUR RESPONSE WILL BE EVALUATED FOR GRAMMAR, SPELLING, AND PUNCTUATION.
THE WILLAMETTE VALLEY

The Willamette Valley and surrounding area is rich in recreational activities with many parks, rivers, lakes, and mountains to enjoy. Hiking, fishing, hunting, biking, boating, equestrian, kayaking and whitewater rafting, and organized children’s sports and activities abound. Salem is also home to many artisan markets, theatres, museums, art and music festivals, and the Oregon State Fair. A short drive to the east of Salem is world-class skiing in the Cascade Mountains. To the west are many beautiful public beaches on the Pacific Ocean. An hour’s drive north of Salem is Portland, Oregon’s cultural hub and largest city. To the south, are the breathtaking rivers and canyons of the beautiful Rogue Valley. The south also hosts many cultural events such as the world-renowned Oregon Shakespeare Festival, held every summer in the quaint college town of Ashland.

Explore what the Willamette Valley has to offer:

SALEM

WILSONVILLE

PORTLAND

COMPENSATION AND BENEFITS

WHAT’S IN IT FOR YOU

- **Family Friendly Work Life Balance** (paid time off: 12 holidays, 3 personal days, short and long term disability benefits, generous vacation accrual, and sick leave).

- **Take Care of Yourself and Your Family** (comprehensive employee benefits, choice of medical plans, vision plan, life insurance, child care flexible spending account, employee assistance program).

- **Celebrate Uniqueness**: Diversity and inclusion are cornerstones of our values. We recognize that diversity and inclusion are critical to developing a talented, high-performing workforce and are committed to providing a supportive work environment in which all of our employees can thrive and reach their full potential. We strive to maintain a culture that attracts, develops and retains a diverse workforce that closely mirrors the residents of our community. We learn from and respect the cultures in which we operate and value the uniqueness of individual talents, experiences and ideas.

- **Invest in Your Future**: (Pension plan, deferred comp, short and long term disability plan, flexible spending accounts for healthcare and dependent care).

- **Be Appreciated** (employee recognition events, agency unique employee recognition program allowing for additional leave options such as vacation buy-out and sick leave roll-over, dynamic employees doing impactful work).

- **ADA**: At the Secretary of State, we value community and foster a sense of belonging for our employees.

See our current job listings and internship opportunities, compensation, and benefits here: [Careers with the Secretary of State](#)