Elections Undeliverables Clerk (Bilingual Vietnamese) -
Multnomah County, Oregon

The Multnomah County Department of Community Services is looking for a highly organized, team-oriented Bilingual Vietnamese Undeliverables Clerk (Office Assistant Senior) on our Elections Division team.

In this role, you will provide clerical support to the Elections Division directly through customer service in both English and Vietnamese, both in-person and on the phone. You will also aid the division by assisting with administrative and office support work including: data entry of complex voter registration records and voter updates; sorting and processing daily mail; accepting candidate, measure and voter pamphlet filings; scanning of voter registrations and DMV updates; and staffing the front counter during the election cycle.

This position serves as the lead on processing any undeliverable ballots, notification cards or letters to voters. This position also provides backup support for complex Uniformed and Overseas Citizen Absentee Voting Act (UOCAVA) registration record processing, complex Precinct Committee Person record processing and complex incomplete registration processing.

Additional specific duties and responsibilities include:

- Providing outstanding, Think Yes customer service directly to voters over the phone and in person in both English and Vietnamese
- Providing English to Vietnamese and Vietnamese to English translation for verbal and written communication
- Accepting and processing voter registration forms; candidate, measure and voter pamphlet filings and incoming petitions
- Accepting computer data/public information requests, process requests for voter registration cards and for maps and walking lists
- Answering detailed and complex election questions about registering to vote, filing for office, filing a prospective petition, and election law
- Answering all general election questions using knowledge of national, state and local election statutes/procedures and regulations, especially prior to elections customer service demands increase
- Routing calls to other staff as needed
- Leading the processing, archiving and retention of all undeliverable ballots, Voter Notification Cards (VNC), Voter Confirmation Cards (VCC) and other voter correspondence
- Developing mastery of all programs within the clerical unit in order to support the work of the other Office Assistant Seniors. Programs supported include:
  - Precinct Committee Person filing, qualification and appointment
  - Uniformed (Military) and Overseas Citizen Absentee Voters Act voter application processing and communication
  - Voter cancellation processing
  - Undeliverable mail processing
  - Incomplete voter registration processing and voter communication
- Using the Oregon Centralized Voter Registration system, perform detailed daily entry, verification and management of paper and electronic voter registration records from many different sources such as DMV updates/change of address forms, Election...
Registration Information Center, and the United States Postal Service National Change Of Address list

- Applying a thorough understanding of national, state and local election laws to the management of voter registration records
- Accepting and verifying local city, county, and some state petitions for candidate filings, measures, and school/water/utility districts
- Updating addresses and inactivating voter registrations as determined by information received from the DMV and/or Post Office

Specifically, we are looking for someone who:

- Provides a high level of professional customer service and works independently while working with diverse people, work sections, and priorities
- Has the ability to communicate in a friendly, open, and respectful manner with internal and external customers
- Can perform the most difficult assignments requiring a higher level of responsibility, applying advanced subject knowledge, and exercising significant independent judgment and initiative
- Has technical skills that include understanding database applications and processes, as well as the ability to train staff to utilize those same applications
- Is highly organized and an independent worker with excellent time management skills
- Has the ability to support multiple programs with differing needs and priorities

If this opportunity sounds like your next challenge, apply today!

Minimum Qualifications/Transferable Skills*:

- Equivalent to the completion of the twelfth grade (High School Diploma or GED)
- Three (3) years of specialized and increasingly responsible office support experience with multiple work/program areas.
- Demonstrated experience working with large database systems, and Microsoft Office Suite, Google Suite, or similar programs.
- Must be proficient in both English and Vietnamese languages: speaking, reading, writing (language testing is required)
- The position requires advanced knowledge of and experience working with the Vietnamese community. This would be demonstrated by knowledge of the traditions, values, and customs of the community being served as well as the ability to identify specific examples of experience working directly with individuals and families who identify with the Vietnamese community.
- This position is eligible for hybrid telework but candidates must be able to work on-site*

*NOTE - All positions in Elections are designated as essential during the peak election season and will be required to work in person during these times. Off-season, employees may work a hybrid schedule if they wish.

Type of Position: This hourly, union-represented position is eligible for overtime.
Salary Range: $22.25 - $27.25 Hourly, benefits included

Schedule: Monday - Friday, 8:00 AM - 5:00 PM. There may be some flexibility with the regular start and end times. There may also be the option to work a 9/80 schedule. There is also overtime and flexible schedules expected during certain time periods leading up to and following elections.

Location: Multnomah County Elections Office, 1040 SE Morrison Street, Portland, OR 97214

Telework: At this time, this position is designated for “hybrid telework,” meaning you will be working on-site some of the time and remotely (from home) at other times. Also, all Elections employees are considered essential employees during certain time periods leading up to and following elections. During these essential time periods all Elections employees must report on site. The designation of hybrid telework may be subject to change at a future time. Currently, all employees must reside in Oregon or Washington; the county cannot support ongoing telework from other locations.

COVID-19 Vaccination Requirement: To protect the health of the community and employees, Multnomah County requires employees to be fully vaccinated against COVID-19 or have an approved medical or religious exemption as a qualification of employment.

If interested, please apply here:

https://multco.wd1.myworkdayjobs.com/Multco_Jobs/job/Portland-OR/Bilingual-Vietnamese-Elections-Undeliverables-Clerk_R-9935

We will be accepting applications until Tuesday, December 27th at 11:59 pm (PST)