State of Washington
Office of the Secretary of State
invites applications for the position of:
VOTER EDUCATION & OUTREACH SPECIALIST

**SALARY:**
$4,627.00 - $6,217.00 Monthly
$55,524.00 - $74,604.00 Annually

**OPENING DATE:** 02/10/22

**CLOSING DATE:** Continuous

**DESCRIPTION:**

The Office of Secretary of State (OSOS) offers some of the most unique and diverse job opportunities in state government. Its critical responsibilities include: ensuring a fair and accurate elections process; connecting Washingtonians through the power of libraries; protecting our important government records; and registering corporations and charities. The Secretary of State also administers vital community programs that inspire giving, document our history, and assist crime survivors in avoiding further abuse. This independent office under the state Constitution operates from facilities in the Olympia area and statewide.

The OSOS is looking for top-performing employees who embody its core values of integrity, service excellence, visionary leadership, collaboration and teamwork. It is committed to both employee growth and work-life balance. The benefits of working in state government also include potential eligibility for the federal Public Service Loan Forgiveness program.

The Elections Division plays a critical role in ensuring Washington's democratic process is fair, accurate, accessible, and secure. Elections staff provide valuable services to voters, as well as statutorily required training and certifications to election administrators in all 39 counties. The division develops elections policy, administers our statewide voter registration database and VoteWA system, manages statewide elections, and verifies and accepts petitions for initiatives and referenda.


3/29/2022
Voter Education & Outreach Specialist
Full-time, Permanent

This position reports to the Voting Information Services Manager of the Elections Division and works collaboratively to provide outreach and educational services. This position leads onsite customer service to candidates during annual peaks, voters' pamphlet training for internal staff, organization of printed materials for proofing, fulfillment of outreach materials to stakeholders, and coordinates the printing and distribution of the state Voters' Pamphlet.

The passage of new legislation (ESHB 2421) increases the business needs to be met by the Secretary of State's Office. Each May and June, the office must preview and process candidate's statements to be printed in local county primary pamphlets as well as the processing necessary July through October for the state general election pamphlet.

The Voting Information Services (VIS) team promotes accessible, fair, and accurate elections. Through educational programs and service excellence, we help eligible Washington residents register to vote, file for office, and cast an informed ballot.

VIS exercises visionary leadership to publish the state Voters' Pamphlet. The team provides voters and candidates with essential tools and training, digestible data and auditing reports, outreach programs and publications. VIS also advises County Auditors in interpretations of federal and state election law to uphold the integrity of election administration throughout the state. These objectives are accomplished through official communications, collaboration with stakeholders, and educational publications including the state Voters' Pamphlet. The VIS program also acts as liaison for the Office of the Secretary of State.

**Please note: Interviews for this position will be conducted on an ongoing basis. First review of applicants will begin February 17, 2022. It is in the candidates best interest to apply as soon as possible. The hiring manager reserves the right to fill the position at any time.**

DUTIES:

PRIMARY RESPONSIBILITIES

Coordinates voters' pamphlets and legal advertisements

- Leads in-person customer contact involving all aspects of the voters' pamphlet process. Works on continuous improvement efforts in collaboration with other VIS team members; and is involved with directly coordinating efforts with designers, composition, translation services, and accessible formats. Requires in-person quality checks for proofing and press checks. Directly involved with VIS team members, composition coordinator, printers, mailing
vendor(s), and accomplishing other duties and tasks necessary to publish and distribute the state and combined local voters' pamphlets

- Coordinates in-person aspects of annual design reviews and post-election debriefs of voters' pamphlet information with division management and executive leadership; updates educational information according to new legislation or executive direction
- Collaborates with VIS manager and candidate filing lead to prepare for Candidate Filing and Statement Submission Weeks; updates educational materials for candidates; prepares online submission tools; supports contingency planning; supports candidates who file/submit in person or online
- Tests and provides testing feedback to the VoteWA Support team for continuous improvements to the system’s administrative functions and online statement submission tools. In collaboration with the candidate filing lead, provides expertise to the VoteWA Support team to improve the candidate’s user experience and uphold the integrity of the system
- Coordinates with counties to ensure appropriate voters’ pamphlet delivery dates, deadlines, formats, and content while providing in-person training, technical assistance, and troubleshooting for county staff unfamiliar with voters’ pamphlet project management, voters’ pamphlet procedures in the system, or professional design software
- Provides excellent customer service to candidates for all statement submission methods; includes but is not limited to technical assistance and computer troubleshooting, uploading statements, biographies and print-quality digital photos through the online submission tool, and hard copies submitted in person
- Verifies candidates’ compliance with statutory and quality standards dictating statement length limits, and photograph size and pixel resolution to ensure information is ready for use in the printed voters’ pamphlet; works with ballot measure committees, and staff from the legislature, Attorney General’s Office, and Office of Financial Management to gather all legally required content for the voters’ pamphlet
- Ensures that ideas and information in division publications are conveyed in writing and layout using language and design that is appropriate to the audience, the complexity of the topic and the knowledge and understanding of the reader
- Collaborates with the program’s language and accessibility lead to coordinate timely publication of translations and accessible formats
- Works with others in the division and stakeholders to gather accurate publication content
- Drafts print requisitions and specifications, packages artwork for the printer, and works with the printer throughout the publication process, including with on-site press checks and reviews of blue-lines sent to the Elections Division; works with vendors to ensure quality and timeliness by delivering content and artwork via online FTP sites unique to each vendor
- Coordinates accurate and timely publication of all formats including print copies to residences and distribution partners, the online voter guide, creation and distribution of audio files, and the availability of other accessible formats such as plain text and PDFs
- Supports the main point of contact for phone, email, mail, and in-person voter pamphlet support for stakeholders by being able to provide on-site support to candidates who physically come to the elections building with questions and concerns and/or training for support staff answering questions via phone regarding voter’s pamphlets. Provides best practices, training, and other educational materials for stakeholders producing voters’ pamphlets
- Assists with phone, email, mail, and in-person candidate filing support for stakeholders
- Supports the coordination of the division documentation system for all editions (electronic and hard copy) to process statements, proofread content, track edits, review for print and ultimately organize final editions (electronic and hard copy) that is maintained on-site at the Elections Division
- Coordinates publication of legal ads for ballot measures in legal newspapers throughout the state. Collaborates with financial services to process payment for legal ads and invoices received by mail, email, or in-person
- Prepares on-site coordination and fulfillment of: processing recall election documents, intake/scanning, tests systems, forms, and onsite procedures to file candidates for office
• Creates training references for internal staff
• Reviews in-person filing procedures with Candidate Filing lead
• Drafts and reviews VoteWA Notices for VP/Candidates
• Proofs email / phone scripts for candidates
• Onsite for annual in-person filing and statement submissions peaks
• Coordinates Voters' Pamphlet Gallery for final approval from Executive Leadership
• Prepares and prints materials for the Secretary, Director and Manager
• Follows up meetings with determinations made by Leadership
• Tests Service-now system with hotline staff for fulfillment of customer needs
• Sets up staging area for voters’ pamphlet fulfillment
• Tracks pamphlets returned
• Supports in-person fulfillment of audio pamphlets:
  • Creates USBs onsite as needed
  • Tracks requests
• Coordinates onsite tasks for legal ad processing – mail, invoices, scan, track
• Coordinates final proofing and printing of blue line editions
• Prints multiple copies per edition for proofing team as necessary
• Prints and provides checklists for proofing

Coordinates education and outreach activities

• Forms partnerships in communities throughout the state that will foster and promote voting and civic participation with a primary focus on K-12 and college students, but also includes military and overseas voters, voters living with disabilities, voters with non-traditional addresses and language access communities
• Coordinates K-12 and college education and outreach including, but not limited to: mock elections, art contests, curriculum, school and college visits, teacher training workshops, digital toolkits and corresponding election webpages. Schedules visitations to classrooms and advocacy organizations upon request and attends visitations when requested.
• Designs and implements an education and outreach plan annually; plans, promotes, and coordinates events with internal and external stakeholders and attends events when requested
• Coordinates maintenance and improvements to civics and election curriculum; identifies and recommends new opportunities for reaching and educating voters
• Coordinates printing and distribution of election curriculum and related material. Distribution of material must be done on-site at the Elections Division where the materials are staged and can be sent via the appropriate outgoing mail handling vendor
• Ensures assigned areas of the public website are current, educational and functioning; content is updated regularly
• Provides presentation materials and assistance to the leadership team
• Identifies and recommends new outreach opportunities though in-person meetings, correspondence, or discussions with external and internal stakeholders
• Receives and processes requests for outreach and education supplies by communicating with the requestor, packaging the materials, and distributing them to the requestor by mail, email, in-person, etc.
• Assists with the coordination of voter registration drives with stakeholders, including compiling data regarding forms received by mail and providing registration materials by mail and in-person
• Fulfills of outreach materials; test email inboxes; refresh outreach packets and forms
• Fulfills of student mock election materials and civics curriculum
• Writes talking points for hotline staff
• Conducts sessions for hotline staff
Miscellaneous

- Supports onsite tracking and testing of county election results for every election, and every dry run prior to an election.
- Supports VIS team members as directed by manager
- Other duties as assigned

QUALIFICATIONS:

REQUIRED QUALIFICATIONS

- Four years of experience providing support to staff or a program in elections administration including, but not limited to, compiling and coordinating the printing and distribution of a publication with high circulation, interpreting policy and instructing others on application of policies, representing a program or office to clients, composing correspondence, scheduling appointments and meetings, working cooperatively with political party representatives, elected officials, election administrators, and the press and public in sensitive situations
- Ability to efficiently use a personal computer and applicable software to successfully perform the essential functions of the position
- Current Washington state driver's license or have requested and obtained an appropriate accommodation

PREFERRED/DESIRED QUALIFICATIONS

- Experience applying project management principles to meet deadlines
- Demonstrated experience in a team environment working towards accomplishing your own goals and those of the team, in roles both as a team member and a leader
- Experience working in a fast paced, highly visible, changing environment with proven results in decision making
- Experience organizing multiple assignments to produce work products that are accurate and thorough
- Experience conducting educational programming for K-12 education, higher education, or other training settings
- Knowledge of federal and state election law, and county election procedures
- Experience working with desktop publishing products like Adobe Acrobat, Illustrator, Photoshop, and InDesign
- Experience preparing and delivering formal presentations to small and large groups

SUPPLEMENTAL INFORMATION:

WORKING CONDITIONS

• Standard office environment with tight deadlines and high pressure; printing environment with ink, noise of web press, and newsprint
• Ability to represent an elected official or politician in a competent, confident, and professional manner while maintaining the highest standards of honesty, integrity, loyalty, confidentiality and ethics
• Standard core business hours of Monday – Friday, 8am – 5pm to collaborate with team members and serve customers in-person, with the ability to work irregular hours and weekends as needed to support business activities and events
• The duties of this position require the ability to travel independently and deliver presentations to all parts of the state
Willing to travel in and out of state, staying overnight for up to one week; weekend travel may be required
• Per Governor Inslee’s Proclamation 21-14 (Download PDF reader) (Download PDF reader), employees at the Office of the Secretary of State must be fully vaccinated no later than February 25, 2022. Your vaccine status will be verified by Human Resources prior to your first day of employment. Please contact Gretchen Barocio at hr@sos.wa.gov, if you need information on medical or religious accommodation

SPECIAL REQUIREMENTS/CONDITIONS OF EMPLOYMENT

• This position is covered by a union, Washington Federation of State Employees (WFSE).
• Certification as an Elections Administrator within two years of employment
• This position is deemed essential to the critical infrastructure to support the business needs within the Elections division

HOW TO APPLY

To be considered for this position you must attach the following: current resume and letter of interest describing how your experience and qualifications relate to the duties and qualifications of the position and three professional references.

You must complete the supplemental questions at the end of this application. Incomplete responses such as "see resume" will not be considered. In addition, if the employer you identify in the additional information section is not included on your resume or work experience profile and/or you do not identify an employer, you will not receive credit.

All veterans must include a copy of your DD214 to receive preference in the hiring process. You must black out your social security number before attaching it to your application.

The Office of the Secretary of State is an equal opportunity employer (EOE). We do not discriminate on the basis of religion, age, gender, marital status, color, creed, national origin, political affiliation, military status, gender identity, sexual orientation, or any sensory, mental or physical ability. All interested candidates are encouraged to apply. Persons of disability needing assistance in the application process, or those needing the announcement in alternative format, should call (360) 704-5210.
VOTER EDUCATION & OUTREACH SPECIALIST Supplemental Questionnaire

* 1. Where did you hear about this job opening?

* 2. Do you have a family member or relative employed at the Office of the Secretary of State?
   - [ ] Yes
   - [ ] No

3. If you answered Yes in the previous question, what is the name of your family member/relative?

* 4. How many years of experience do you have providing support to staff or a program including but not limited to, interpreting policy and instructing others on application of policies, representing a program or office to clients, interacting with members of the public, composing correspondence, scheduling appointments and meetings, or coordinating events?
   - [ ] 4+ years of experience
   - [ ] 2-3 years of experience
   - [ ] 1-2 years of experience
   - [ ] Less than 1 year of experience

* 5. Please describe your experience in reference to question #4 including where and when you gained the experience and the tasks and skills you obtained to gain this experience. If you do not have this experience, please write "N/A" in the box below.

* 6. How many years of demonstrated experience do you have in a team environment working towards accomplishing your own goals and those of the team, in roles both as a team member and a leader?
   - [ ] 3+ years of experience
   - [ ] 2-3 years of experience
   - [ ] 1-2 years of experience
   - [ ] Less than 1 year of experience

* 7. Please describe your experience in reference to question #6 including where and when you gained the experience and the tasks and skills you obtained to gain experience. If you do not have this experience, please write "N/A" in the box below.

* 8. How many years of experience do you have in an elections environment or elections-related field?
   - [ ] 2+ years of experience
   - [ ] 1-2 years of experience
   - [ ] Less than 1 year of experience

9. Please describe your experience in reference to question #8 including where and when you gained the experience and the tasks and skills you obtained to gain experience. If you do not have this experience, please write "N/A" in the box below.
* 10. Do you have knowledge of federal and Washington State election laws?
   □ Yes   □ No

* 11. This position has a requirement to be physically in the office which is located in Olympia, Washington. Are you able to do this? Please answer YES or NO.
   □ Yes   □ No

* 12. PLEASE READ THE BELOW AND TYPE YOUR INITIALS IN RESPONSE TO ACKNOWLEDGE THAT YOU HAVE READ AND UNDERSTAND THESE STATEMENTS. • I will NOT attach or place my vaccination status within the application, resume, or cover letter. If I do, I understand that it will be rejected and I will be provided an opportunity to apply again without including my confidential health information. • I understand that my vaccination status is not needed until I am offered employment for the job for which I am applying. After a job offer is made, the Human Resources Office will contact me to review my vaccination status. Individuals unable to receive the COVID-19 vaccination due to medical condition(s) and/or sincerely held religious beliefs will have an opportunity to request an exemption and engage with Human Resources to explore what if any reasonable accommodations are available for the job you may be offered. • I will not share my vaccination status with hiring managers or interview panels

* Required Question