



Job Description

JOB TITLE: Voter Service Manager	GRADE: M03
DEPARTMENT: Clerk and Recorder's Office	DIVISION: Elections
JOB CODE: MEMV02	FLSA: Exempt
DATE: March 2020	
SUPERVISOR TITLE: Elections Deputy Director SUPERVISES: Manages 4+ direct reports	

DUTY STATEMENT	<p>This specification is intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of employees under his/her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned. Ability to competently perform all the essential duties of the position, with or without reasonable accommodation, demonstrated commitment to effective customer service delivery, the ability to work productively and professionally as a member of a team or work group and to interact appropriately with internal and external contacts, are basic requirements of all positions at Arapahoe County.</p>
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GENERAL DESCRIPTION OF JOB:

The Voter Service Manager position has direct responsibility and supervision of the entire Voter Service Team. This position will assist with complex administrative and supervisory work in directing daily activities. The Voter Service Manager supports the Elections Deputy Director, Chief Deputy Director and the Clerk and Recorder with issues concerning all operations of Elections. The following statements are illustrative of the essential function of the job.

DUTIES:

*The following duty statements are **illustrative of the essential functions** of the job and do not include other non-essential or marginal duties that may be required. The County reserves the right to modify or change the duties or essential functions of the job at any time.*

- Manages the daily operation of the Voter Service team which may include but is not limited to, legislative guidance, budget guidance, business process implementation, data entry, voter registration, voter outreach, address mapping-tracking, voter call center, election mail processing, coordination with external and internal stakeholders, and overseeing staff.
- Manages, and ensures statutory compliance of voter service functions including: voter registration, voter merge, National Change of Address, Address Confidentiality Program, Uniform and Overseas Voters, Health Care Facilities, CDOC updates, coordinating County jail registration and voting, high school outreach, signature verification, voter-ballot curing, and any and all similar voter services.
- Serves as the project manager and primary point of contact for SCORE database, CDOC/CDOR/CDPHE, and any and all voter services.
- Responsible for the evaluations of the Voter Service team as directed by the Election Deputy Director.
- Informs the Elections Deputy Director on the status of projects and/or changes within the team.
- Attends association and professional meetings to enhance and maintain knowledge of trends and developments in elections, as determined necessary by the Elections Deputy Director, Chief Deputy Director and/or Clerk and Recorder.
- Technical expert of Voter Service team software, business processes, statutes, rules and regulations.
- Voter registration and voter service subject matter expert.
- Responsible for overall timekeeping, coverage and leave within the Voter Service team.

DECISION MAKING

- Recommends and develops solutions to issues affecting the Voter Service team.
- Delegates decision-making responsibility and authority over function(s) or operation(s) to lead as appropriate.
- Manages and resolves difficult problems or customers within the Voter Service team.
- Functions collaboratively when making office decisions as a member of the management team.

LEADERSHIP

- Exhibits strong commitment to the highest level of ethical standards, compassion, empowerment, confidence, and innovation.
- Influences the overall direction of the Voter Service team through collaborative leadership.
- Models the values and ethics of the County and leads by practicing and implementing Align Arapahoe initiatives.
- Acts as point of contact with various internal and external agencies including the Secretary of State's office, election software and hardware vendors, Colorado County Clerk's Associations, political organizations, municipal governments, school districts, and other election coordinating entities.
- Shows initiative, is a self-starter and works independently.
- Actively engages as a team member, providing input and feedback.

PLANNING AND ORGANIZING

- Conducts long-range planning studies on Voter Service issues and recommends projects, programs, and procedures to achieve operational objectives.
- Maintains a statistical analysis of the Voter Service team derived from the weekly/monthly reports generated by election software systems. Develops long-range planning studies on problems and assists with finding solutions.
- Ensures programs and projects keep to schedules and are accomplished within budget projections and relevant performance measures.

HUMAN RESOURCE MANAGEMENT

- Collaborates with the Elections Deputy Director regarding staffing plans to meet organizational, functional and/or operational requirements.
- Manages and directs staff, sets work priorities, provides guidance and instruction on expected outcomes, and delegates and reviews work.
- Responds to personnel issues, conferring with Elections Deputy Director.
- Sets performance standards/objectives for staff within the Voter Service team.

REQUIREMENTS:

Skills, Abilities and Competencies:

- Thorough knowledge of state statutes, rules, regulations, procedures and forms applicable to the operation of the Voter Service team.
- Communication skills, both oral and written, which enable courteous and diplomatic interactions with the public, vendors, staff, and other County divisions.
- Exceptional creative thinking and problem-solving skills.
- Understanding of intermediate budget management, system analysis, and process analysis/development.
- Supervisory skills including team building, training, and work assignment.
- Ability to grasp complex and widely varied issues quickly, develop plans to implement actions to address the issues, and be able to communicate those issues in a clear, concise manner to management, staff, entities, and vendors.
- Ability to work as part of the Elections Division and promote teamwork with the staff.
- Ability to understand and follow oral and written instructions.

Behavioral Competencies:

Service First

Excellent Quality

Responsive Government

Visionary Thinking
Innovation
Caring Leadership

Effective Communication
Fiscal Responsibility
Integrity

Respect for Others
Safety
Teamwork

Education and Experience:

- High School Diploma or GED is required.
- 3 years of Election-related experience
- 1 year in a lead role

PREFERRED QUALIFICATIONS:

- Supervisory Experience
- Bachelor's degree in Political Science, computer science, public/business administration, communications or a related field
 - A combination of education and experience may be considered

Pre-Employment Additional Requirements:

- This position requires successful completion of pre-employment background and motor vehicle checks.

WORK ENVIRONMENT:

- Work is generally confined to a standard office environment.

PHYSICAL DEMANDS:

The following are some of the physical demands commonly associated with this position.

- Spends 70% of the time sitting and 30% of the time either standing or walking.
- Occasionally lifts, carries, pulls or pushes up to 20 lbs.
- Occasionally uses cart, dolly, or other equipment to carry in excess of 20 lbs.
- Occasionally climbs, stoops, kneels, balances, reaches, crawls and crouches while performing office or work duties.
- Verbal and auditory capacity enabling constant interpersonal communication through automated devices, such as telephones, radios, and similar; and in public meetings and personal interactions.
- Constant use of eye, hand and finger coordination enabling the use of automated office machinery or equipment.
- Visual capacity enabling constant use of computer or other work related equipment.

Below, please list any special physical demands associated with this position. For instance, exposure to hazardous environments, blood borne pathogens, extreme heat/cold, use of power equipment or machinery, wearing of PPE (personal protective equipment).

Definitions:

Occasionally: Activity exists less than 1/3 of the time.
Frequently: Activity exists between 1/3 and 2/3 of the time.
Constantly: Activity exists more than 2/3 of the time.

HR USE

Established Date:
Revised Date: 3.8.18 3.5.20
Revised By: VG PP
Job Description History: