

## Voter Services Call Center Job Description

Election Worker II - \$10.62 per hour

Work Schedule – 7:45am – 5pm

(Bilingual premium pay (English/Spanish) of additional \$10 per week)

Objective: The Voter Services Call Center section of the Registrar of Voters Office is seeking positive, enthusiastic and flexible people to work in a busy and constantly changing environment.

### Knowledge of:

- Phone operation, must be able to answer and transfer a large amount of incoming calls
- Basic use of personal computer in Windows environment
- Basic use of copy machines, printers, and faxes (not required, but a plus)
- The United States (all 50 states, including abbreviations, and their major cities)

### Skills/Abilities:

- Telephone Skills
- Customer Service Skills
- Ability to work in a fast-paced atmosphere
- Ability to follow oral and written instructions well, as well as established policies and procedures
- Work with minimal supervision
- Ability to handle difficult/disgruntled voters over the phone
- Attention to detail
- Perform repetitious tasks
- Maintain excellent rapport with co-workers, other County employees, representatives of outside agencies and members of the public

### Example of Duties:

1. Call center operator
2. Process cancellation and inactivation of voter records
3. Assist in processing provisional ballots, and/or roster checking
4. Assist in processing petitions
5. File maintenance (computer and/or manual)

### Essential Physical Requirements:

- Must be able to sit or stand for long periods of time; may also need to go from one workstation to another
- Must be able to perform repetitive movements (i.e. scan, batch and stamp petition signatures; research, type/write and file voter records, etc.)

### Additional Requirements/Information:

- **Ability to work 10+ hour days 7am – 5:30pm, may include weekends, sometimes with little or no advance notice**
- Duration of job and work hours per day depend on workload and backlog