



CUSTOMER SERVICE SPECIALIST

Job Opportunity Announcement

DATE:	AUGUST 31, 2023
DIVISION / DEPT:	ELECTION ADMINISTRATION/ CUSTOMER RELATIONS
POSITION TYPE:	REGULAR / FULL TIME
FLSA CLASSIFICATION:	NON-EXEMPT
JOB LOCATION:	ORLANDO, FL
APPLICATION DEADLINE:	OPEN UNTIL FILLED

POSITION SUMMARY

The Customer Service Specialist provides front-line customer support to the general public, officials, candidates, and other public agencies for the Orange County Supervisor of Elections (SOE). The Customer Service Specialist processes voter information into the voter registration system (Voter Focus) of the Orange County Supervisor of Elections (SOE) and the Florida Voter Registration System (FVRS), by editing Florida voters' data, such as applications, registrations, petitions, and Vote-by-Mail requests. The Customer Service Specialist will also participate in outreach scheduled events, including community events, school elections, supervised voting, and registration drives.

The Customer Service Specialist reports to the Customer Relations Manager and does not supervise any staff or temporary workers.

SKILLS AND QUALIFICATIONS

REQUIRED:

- High school diploma/possession of a GED certificate
- Minimum of one year of customer service experience in a position with regular public contact and data entry responsibilities
- Ability to enter a high volume of data into the system with accuracy and speed
- Knowledge of phone operations and professional phone etiquette and demeanor
- Ability to work extended workdays and weekends, with little or no advance notice
- Excellent communication skills with the ability to exercise patience when addressing customer issues
- Strong organizational skills with attention to detail and accuracy
- Ability to work independently while following procedures and processes
- Valid driver's license and driving history that meets SOE driving standards – Successful completion of the Orange County Defensive Driving Course

PREFERRED:

- Proficiency with Microsoft Office products, including experience with spreadsheets, database queries, word processing, and imaging software, with proven ability to learn new software programs
- Knowledge of applicable county, state, and federal laws, rules, and regulations pertaining to election operations
- Experience with the Florida Voter Registration Act and management of registration list maintenance programs
- Knowledge of Orange County and Municipalities located within
- Working knowledge of Voter Focus software
- Bilingual in English and Spanish
- Thorough knowledge of SOE operations in order to direct calls appropriately
- Prior experience in a customer service role with direct customer interaction
- Prior experience working for SOE

POSITION FUNCTIONS AND DUTIES

- Provide excellent customer service to the citizens of Orange County, either by phone, email, or in person.
- Assist visitors with voter actions including, but not limited to, registration, updates, cancellations, replacement of voter registration cards, early voting, and Vote-by-Mail ballots.
- Date and time stamp all voter registration applications received from SOE drives, third-party voter registration organizations, or mandated registration sites.
- Perform routine data entry of information accurately, efficiently, and consistently with SOE quality standards.
- Using the Florida Voter Registration System (FVRS) and SOE Voter Registration (Voter Focus) database, conduct queries and enter data into the system to maintain updated voter registrations.
- Assist the Customer Service Representative with the weekly contact for pick-up determination with mandated voter registration sites.
- Conduct the weekly collection of completed registration applications at mandated voter registration sites, utilizing the SOE van.
- Continually develop and apply knowledge of Florida election laws pertaining to registration records, Vote-by-Mail voting, and petitions.
- Perform all other duties as assigned.
- Assist third-party organizations with the voter registration application process.
- Work SOE-sponsored voter registration drives and elections.
- Work at least one municipal election as assigned by the Director of Election Administration.
- Assist with special projects assigned by the Director of Election Administration.
- Support staff at scheduled outreach events and community events, promoting and educating members of the public regarding all aspects of voting.
- Assist the Supervised Voting Project Coordinator with site voter registration drives and supervised voting events.

Voter Services Tasks

- Possess general knowledge of FS. Chapter 97, Part 2
- Processing application forms
 - In-County Applications
 - Out of County Applications
 - Federal Post Card Applications (FPCA)
- Skillful in Record Correspondence processes
- Skillful in Record Undeliverable Mail processes
- Secondary Suspense Queue processing
- Daily List Maintenance procedures (Rule 1S-2.041)
- Index Image processes
- Imaging
 - Mail Prep
 - Scan Document
 - Image Importer
 - OOC Application Mail out
- Basic Petition processing
- VBM requests & processing
- 3rd Party Applications (receive and prepare for pickup)
- Record Provisional Ballot Envelopes
- Affirmation processing
- Eligibility Match Queue processing

WORKING CONDITIONS

The majority of the work is performed indoors in an air-conditioned office seated at a desk facing a computer screen. However, due to outreach events, you may be working outdoors at voter registration sites and community venues, and indoors and outdoors at polling locations. Requires frequent contact with business professionals, members of the public, and co-workers.

At peak times during elections cycles, this position will require long periods of standing, walking and lifting.

This position requires full-time hours Monday through Friday, in addition to frequent extended workdays and weekend work due to community events. During election periods, extended workdays and weekend work are frequent, sometimes with little or no advanced notice.

SPECIAL EQUIPMENT

Must possess working knowledge of office machines, equipment, and tools including, but not limited to: Multi-line phone system, computer, laptops, tablets, scanners, imaging systems, election tabulators, ePoll tablets, printers, facsimile machine, copiers, calculators, and company vehicles.

PHYSICAL AND MENTAL DEMANDS

Requirements and Frequency		
Occasional Demands (1-33%)	Frequent Demands (34-66%)	Constant Demands (67-100%)
Reaching	Grasping	Reading and Comprehending
Bending	Hand-Eye Coordination	Focus for Extending Periods
Lifting and/or Carrying (20 to 30 lbs)	Standing	Sitting
Pushing	Twisting	Repetitive Wrist Motion
Pulling	Lifting and/or Carrying (up to 20 lbs)	Mental Alertness
Crouching	Walking	Hearing
		Visual Acuity
		Decision-Making
		Oral Communication
		Driving

DISCLAIMER

This is a general overview of this position. The Orange County Supervisor of Elections reserves the right to change, alter or void all or any part of this position overview, at any time, with or without notice.

AT WILL STATEMENT

Employment at the Orange County Supervisor of Elections Office is on an “at-will” basis. It may be terminated at any time, with or without cause, by either the employee or employer. It is not guaranteed, contracted, or promised for any length of time. No person other than the Orange County Supervisor of Elections has the authority to alter the at-will status of your employment or to enter into any employment contract with you. The Orange County Supervisor of Elections reserves the right to change, amend or revoke rates of pay, terms, and conditions of your employment and job offers at any time.

HOW TO APPLY

Email applications to: recruiter@ocfelections.gov

Mail application to:

Orange County Supervisor of Elections
Attention: Human Resources
PO Box 562001
Orlando, FL 32856