

Job Title: Early Voting Call Center Representative

Purpose: This position is responsible for answering incoming calls from the Early Voting sites/staff and provide general administrative support to ensure a smooth voting process.

Minimum Education, Training and/or Experience: High School Diploma or GED, College graduate preferred. Customer service experience preferred.

Essential Functions of the positions:

- Receive incoming calls from staff at multiple Early Voting sites.
- Able to obtain pertinent information from caller to determine nature of call.
- Able to look up voters and provide accurate information.
- Must be willing to become familiar with NC General Statutes Chapter 163.
- Must be detail orientated and have good organizational skills.
- Adhere to security policies regarding confidential voter information.
- Perform other related duties as assigned.

Knowledge, Skills, Abilities:

- Strong data entry skills.
- Ability to use judgement and decision-making skills to evaluate situations, establish priorities, and resolve matters independently.
- Ability to understand and follow oral and written instructions.
- Ability to establish priorities and pass on information as needed.
- Ability to speak clearly and communicate effectively and professionally.
- Ability to deal tactfully and courteously with site staff.
- Ability to work under stressful situations and high volume of calls.
- Ability to maintain records of incoming calls.

Position Information:

This position is a full-time seasonal position. Work hours will be between the hours of 8:00am to 7:30pm (8-hour shift between the specified hours), with additional hours as needed. Some overtime and weekend hours are required.