



Career Service Authority
Elections Support Assistant

Page 1 of 4

GENERAL STATEMENT OF CLASS DUTIES

Performs full performance support work in elections, including registering, processing and tracking voters and providing information to the general public regarding election procedures and regulations.

DISTINGUISHING CHARACTERISTICS

This class performs full performance office support work in elections registering, processing and tracking voters along with providing information to the public. It is distinguished from the *Elections Division Assistant* class that administratively and technically participates in implementing, coordinating and completing those processes which constitute election planning and preparation, voting administration, and counting, reporting and protecting election results.

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations, and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place, and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices, or precedents may be discussed with the supervisor before being initiated.

Level of Supervision Received and Quality Review:

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness, and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

Interpersonal Communications and Purpose:

Contacts with the public or employees where explanatory or interpretive information is exchanged, defended, and gathered and discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised:

May perform some elements of lead work over temporary employees to assist permanent lead worker.

ESSENTIAL DUTIES

Provides the public with accurate information and assistance, in person or by phone, in all areas of voter registration and matters pertaining to elections.

Registers voters and enters voter registration data into computer.

Creates and/or processes felon lists, age pending lists, death lists, voter merges, online registrations, and trouble letters to voters.

Utilizes databases and spreadsheets to track and provide accurate information regarding voter registration data.

Acts as the primary recipient and processor of election petitions.

Continuously reviews Colorado election laws in order to accurately inform the public about voter registration, deadlines, elections, procedures, etc.

Completes election specific tasks as assigned, such as provisional ballot processing, emergency registrations, and other voter interactions.

Maintains files and/or record systems, categorizes information and updates records and filing as needed.

On election days, performs satellite polling location functions and issues replacement ballots.

Performs other duties as assigned or requested.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

MINIMUM QUALIFICATIONS

Competencies, Knowledge, & Skills:

Integrity/Honesty – Displays high standards of ethical conduct, understands the impact of violating these standards on an organization, self, and others, chooses an ethical course of action, and is trustworthy.

Customer Service – Works and communicates with clients and customers to satisfy their expectations and committed to quality services.

Technical Competence – Knowledge of the specialized/technical area. Refers to specialized knowledge that is acquired through formal education or extensive on-the-job experience.

Conscientiousness – Displays a high level of effort and commitment towards performing work and demonstrates responsible behavior.

Decision Making – Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks, and evaluates and chooses the best alternative in order to make a determination, draw conclusions, or solve a problem.

Interpersonal Skills – Shows understanding, courtesy, tact, empathy, and concern, develops and maintains relationships, may deal with people who are difficult, hostile, and/or distressed, relates well to people from varied backgrounds and situations, and is sensitive to individual differences.

Oral Communication – Communicates or explains ideas and/or information clearly. Thoughts are well organized and recognizes potential miscommunications.

Problem Solving – Identifies problems, determines accuracy and relevance information, and uses sound judgment to generate and evaluate alternatives and to make recommendations.

Reading – Learns from written material by determining the main idea or essential message and recognizes correct English grammar, punctuation, and spelling.

Arithmetic/Mathematical Reasoning – Performs computations such as addition, subtraction, multiplication, and division correctly using whole numbers, fractions, decimals, percentages, and formulas.

Listening – Receives, attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations.

Writing – Uses correct English grammar, punctuation, and spelling to communicate thoughts, ideas, information, and messages in writing.

Flexibility – Adapts quickly to changes.

Speaking – Uses correct English grammar to organize and communicate ideas in words that are appropriate to listeners and situations and uses appropriate body language.

Memory – Recalls information that has been presented previously.

Conflict Management – Manages and resolves conflicts, grievances, confrontations, or disagreements in a constructive manner to minimize negative personal impact.

Reasoning – Discovers or selects rules, principles, or relationships between facts and other information.

Diversity – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce.

Physical Demands (Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs):

Sitting: remaining in the normal seated position.

Handling: seizing, holding, grasping, or otherwise working with hand(s).

Fingering: picking, pinching, or otherwise working with fingers.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.
Repetitive motions: making frequent movements with a part of the body.
Eye/hand/foot coordination: performing work through using two or more.
Near Acuity: ability to see clearly at 20 inches or less.
Depth Perception: ability to judge distances and space relationships.
Field of Vision: ability to see peripherally.
Accommodation: ability to adjust vision to bring objects into focus.
Color Vision: ability to distinguish and identify different colors.

Working Environment:

Subject to many interruptions.

Education Requirement:

Graduation from high school or possession of a GED certificate.

Experience Requirement:

Two years of office support experience, one year of which must have been in an election setting.

Education/Experience Equivalency:

Additional appropriate education may be substituted for the minimum experience requirement except for the year of specialized experience.

Licensure and/or Certification:

Possession of a valid driver's license.

CLASS DETAIL

FLSA CODE: Non-Exempt

ESTABLISHED DATE: 12/06/2009

ESTABLISHED BY: Tony Gautier

REVISED DATE:

REVISED BY:

CLASS HISTORY 12/2009 - This is a new class written specifically for the Denver Elections Division.