



## Career Service Authority

# Lead Elections Support Assistant

Page 1 of 5

### GENERAL STATEMENT OF CLASS DUTIES

Performs permanently assigned lead work in elections overseeing and training staff in registering, processing and tracking voters; and providing information to the staff and the general public regarding election procedures and regulations.

### DISTINGUISHING CHARACTERISTICS

This class performs permanently assigned lead work in elections, and is distinguished from the *Elections Technician* class that performs full performance office support work in elections. It is also 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:***

Performs permanently assigned lead work.

**ESSENTIAL DUTIES**

Provides work instruction and training for voter registration staff, and assists employees with difficult and/or unusual assignments.

Assigns, distributes and monitors work, reviews work for accuracy and completeness, and returns assignments with recommendations for proper completion.

Resolves problems encountered during daily operations of the work area and recommends consistent standards for problem resolution.

Contributes to the development of the performance enhancement plan, documents performance, provides performance feedback, and furnishes information for the formal performance evaluation.

Responds orally to informal employee grievances and provides information to the supervisor.

Documents situations which may be cause for disciplinary action and provides information to the supervisor.

Provides recommendations for staffing needed to perform voter registration functions during various phases of the election cycle.

Acts as a subject matter expert in elections by continuously reviewing Colorado election laws to accurately inform and instruct the general public and internal staff.

Prepares, processes and/or provides written reports and other documents as necessary or requested, in accordance with legal precedents or other specialized/technical procedures.

Oversees the appropriate storage and accountability of voter registration documents, and provides input into long-term records storage. Monitors the preparation of records for scanning and filing.

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.

**Teaches Others** - Helps others learn, identifies training needs, provides constructive reinforcement, coaches others on how to perform tasks, and acts as a mentor.

**Leadership** - Interacts with others to influence, motivate, and challenge them.

**Teamwork** - Encourages and facilitates cooperation, pride, trust, and group identity, fosters commitment and team spirit, and works with others to achieve goals.

Knowledge of supervisory principles and practices sufficient to be able to perform a variety of lead work functions.

Knowledge of election laws, statutes, processes and procedures sufficient to serve as a subject matter expert in the specific work area.

**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.

Pressure due to multiple calls and inquiries.

***Education Requirement:***

Graduation from high school or possession of a GED certificate.

***Experience Requirement:***

Three years of office support experience, including two years at the type and level of an Elections Technician.

***Education/Experience Equivalency:***

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