



Voter Protection Hotline Manager

The Democratic Party of Virginia is seeking a talented individual to run and manage our Virginia Voter Hotline for our 2021 Virginia Turnout Project. During the 2020 Presidential election cycle, the Democratic Party of Virginia's 2020 Coordinated Campaign received nearly 5,000 calls to its hotline from voters or potential voters experiencing difficulties exercising their right to vote. The Hotline Manager should be able to develop a program that will advise Virginia voters, in as close to real time as possible, on issues ranging from how to register to vote to how to cure a provisional ballot, and everything in between. Our right to vote is fundamental to all that we hope to accomplish; the Voter Protection Hotline Manager is a crucial role that will ensure every eligible Virginian is able to cast their ballot in 2021.

Responsibilities of the Voter Protection Hotline Manager will include but are not limited to:

- 1. Train, supervise, and retain volunteers to ensure high-quality service:** Train volunteers and support them as they work, providing appropriate resources (including training manuals, refreshers, etc.) where necessary. When capacity allows, answer the hotline. Monitor volume of calls to scale staffing and ensure that there are an adequate number of volunteers at all times.
- 2. Establish training protocols and draft training materials:** Identify written resources required by volunteers, and draft written materials as needed. Establish methods to effectively and efficiently onboard new volunteers who wish to advise hotline callers.
- 3. Maintain strong data practices:** Ensure that all volunteers and staff are properly reporting on calls and that their reports are timely, accurate, and thorough.
- 4. Escalate issues:** Working with the Director, monitor reports from calls to ensure that all voter issues have been resolved, and aggregate and escalate trends or particularly challenging cases.
- 5. Oversee policy and processes:** Maintain an understanding of hotline processes and relevant policies and collaborate with other Directors to drive consistency across the hotline as the campaign(s) progress in their cycle.
- 6. Set up and maintain hotline technology:** Install and maintain appropriate technology to service and scale a year-round Voter Protection hotline. Monitor volume to make sure that adequate bandwidth is available. Provide for remote access as well as voicemail, transfer based on language, and other features as needed.

Desired Skills and Qualification

We're seeking a detail-oriented do-er that can handle a high volume of work with a problem solving spirit of yes. Additionally, our ideal candidate will identify as:

- **A technically-savvy operator:** The ideal candidate will be comfortable setting up and maintaining sophisticated technology. They will be proactive, planning for scale and other potential eventualities.
- **One to two cycles of campaign experience:** The ideal candidate will have organizing experience, voter protection experience, or a Juris Doctorate.
- **Strong cross-team collaborator.** The ideal candidate communicates with stakeholders early and often, closes the loop quickly on outstanding issues, and manages up and across to their colleagues, director, and other team leaders, including longtime hotline volunteers.
- **Strong situational communicator, skilled at building bridges across lines of difference.** The ideal candidate carefully adapts their written and verbal communications to meet the needs and preferences of a diverse group of stakeholders. They will have a high degree of emotional intelligence to support volunteers through challenging scenarios.
- **Self-starter who is highly skilled at managing up.** The ideal candidate knows how to leverage limited manager or leader time to get the information needed to move decisions, and the work, forward.
- **Committed to Democratic values and electing Democrats in Virginia.**

To apply, please complete the following form: [here](#)

Please be sure to apply no later than **August 13, 2021** in order to be considered.

This is a full-time position with regular working hours of 50-60 hours per week, with additional hours as needed leading up to Election Day. Salary is set at \$4,200/month. Position will include medical, vision and dental insurance benefits at no cost to the employee. 401(k) benefits are available upon completion of service hour requirements. Generous Vacation and Sick Leave are available upon approval of your supervisor. This position is anticipated to end after Election Day. This position is not a bargaining unit position as defined by the agreement with IBEW Local 666.

We are committed to diversity among our staff, and recognize that our continued success requires the highest commitment to obtaining and retaining a diverse staff that provides the best quality services to supporters and constituents. We are an equal opportunity employer and it is our policy to recruit, hire, train, promote and administer any and all personnel actions without regard to sex, race, age, color, creed, national origin, religion, economic status, sexual orientation, veteran status, gender identity or expression, ethnic identity or physical disability, or any other legally protected basis. We will not tolerate any unlawful discrimination and any such conduct is strictly prohibited.

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