



Office of Human Resources  
Elections Support Assistant Lead - CC2396  
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### General Statement of Duties

Performs regularly 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 regularly 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.

### Level of Supervision Exercised

Performs regularly 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 performance goals, documents performance, provides performance feedback, and provides information to inform 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.

### **Competencies**

**Customer Service** - Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

**Information Management** - Identifies a need for and knows where or how to gather information; organizes and maintains information or information management systems.

**Oral Communication** - Expresses information to individuals or groups effectively; taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues and responds appropriately.

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

**Reading** - Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

**Working with People** - Shows respect for the views and contributions of other team members. Shows empathy, listens, supports, and cares for others, and reconciles conflict

**Writing** - Writes in a clear, concise, organized, and convincing manner for the intended audience.

### **Knowledge & Skills**

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

### **Education Requirement**

Graduation from high school or the possession of a GED, HiSET or TASC Certificate.

### **Experience Requirement**

Three (3) 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 requirements.

### **Licensure & Certification**

By position, requires a valid Driver's License at the time of application.

Licenses and certifications must be kept current as a condition of employment.

### **Working Environment**

Subject to many interruptions.  
Pressure due to multiple calls and inquiries.

### **Level of Physical Demand**

1-Sedentary (0-10 lbs.)

**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.

Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.

**Background Check Requirement**

Criminal Check

Employment Verification

By position, Motor Vehicle Record

**Assessment Requirement**

None

**Probation Period**

Six (6) months.

**Class Detail**

**Pay Grade: C-614**

**FLSA Code: N**

**Established Date: 9/21/2018**

**Established By: LS**

**Revised Date:**

**Revised By:**

**Class History:**