



BOARD OF SUPERVISORS AGENDA ITEM REPORT

Requested Board Meeting Date: 3/21/2023

**= Mandatory, information must be provided*

Click or tap the boxes to enter text. If not applicable, indicate "N/A".

***Title:**

Classification and Compensation Matters – New Job Classifications

***Introduction/Background:**

The Pima County Recorder requested two new job classifications, identifying the responsibilities of a role that will oversee the daily administrative work of the Voter Registration Clerks including training and another role which will supervise the personnel and operations of the Voter Registration Unit.

***Discussion:**

These two new classifications would enable the department to more accurately define the role of a Voter Registration Specialist and Voter Registration Unit Supervisor in order to recruit highly qualified, retainable, candidates. This would also clarify the duties and responsibilities of both roles for current employees and future applicants.

***Conclusion:**

The proposed Voter Registration Specialist and Voter Registration Unit Supervisor job classifications will provide a more accurate description of the work assigned to the position within the Office of the Recorder and the qualifications required to be successful in this position.

***Recommendation:**

It is recommended the following job classifications be approved for use within the County's classification system: Class Code 1124, Class Title Voter Registration Specialist, Salary Grade 38, Salary Range \$38,355 - \$57,179, EEO Code 6 (Administrative Support), FLSA Code Non-Exempt (Paid Overtime)/ Class Code 1125, Class Title Voter Registration Unit Supervisor, Salary Grade 47, Salary Range \$47,008 - \$69,576, EEO Code 6 (Administrative Support), FLSA Code Non-Exempt (Paid Overtime).

***Fiscal Impact:**

The creation of these job classifications has no immediate cost impact to the County as any additional costs incurred in hiring a position allocated to this job classification will be borne by the department from within its current budget. Cost impact in the future budget years will be planned for by the department through the County's normal budget process.

***Board of Supervisor District:**

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☒ All

Department: Human Resources

Telephone: 520-724-8028

Contact: Dustin Green

Telephone: 520-724-8111

Department Director Signature: _____

Date: _____

Deputy County Administrator Signature: _____

Date: _____

County Administrator Signature: _____

Date: _____

Code: 1124

Title: VOTER REGISTRATION SPECIALIST

SUMMARY: Provides paraprofessional administrative support to the voter unit by acting as a lead to voter registration clerks. This position is distinguished from the Voter Registration Clerk-Senior position in that it has oversight responsibility regarding daily work assignments, training duties for new hires, and performs more complex tasks as related to the voter registration process, as well as managing precinct boundary updates. The Voter Registration Specialist works with a greater degree of autonomy than the Voter Registration Clerk-Senior.

DUTIES/RESPONSIBILITIES: (Work assignments may vary depending on the department's needs and will be communicated to the applicant or incumbent by the supervisor.)

Oversees and coordinates the work of the voter registration clerks by determining work priorities, assigns daily tasks, and creates the daily lunch schedule to ensure adequate coverage;

Assists Voter Unit Supervisor with staff appraisals by providing input where appropriate;

Develops and conducts the training program for newly hired voter registration clerks, covering the various aspects of the voter registration process, training in the necessary databases, and additional procedures related to early ballot processing, as well as how to answer voter phone calls and phone bank functions;

Provides trainee evaluations to Voter Registration Unit Supervisor documenting the trainee's progression learning the voter registration process, including the rules for entry, scanning, and updating voter records;

Monitors the workloads of voter registration clerks and reassigns tasks as needed to ensure voter registration tasks and/or early ballot processing is completed in a timely and accurate manner;

Ensures voter registration clerks are following appropriate procedures and regulatory compliance guidelines for updating voter records and processing early ballots and/or petitions;

Reviews the work of voter registration clerks determining the validity and accuracy of information entered and initiates actions to correct errors;

Performs final quality control check on voter records entered by voter registration clerks to ensure accuracy of entered meta-data information;

Conduct complex research and follow up regarding incomplete voter registration forms and various non-standard addressing issues;

Manages the Geo-coding responsibilities of the voter unit, which includes adding new street addresses to the vote system, reviewing non-standard addressing, and adjusting voter boundaries to match new annexations by municipal governments and other special taxing districts;

Processes the precinct boundary updates from the Elections Department and verifies boundary areas with the Assessor's Office, GIS, Pima County Development Services, and U.S. Postal Office;

Adjusts precincts in accordance to adopted redistricting boundary changes;

Works with information technology and Pima County GIS to resolve address issues within the streets database to ensure information is correct in the voter program;

Works with IT to test new program updates in the voter database and monitors the voter database's functionality;

Manages the email accounts for UOCAVA voters, assisting UOCAVA voters with registration, ballot requests and returns, as well as processing FWABs that are returned by mail, fax, and email;

Reviews updates to the voter database checking the validity of current election criteria and reviewing polling location data prior to elections;

Updates the website with ballot turnover receipts, assists and tracks the progress of the problem ballot team, reviewing all problem ballot issues for resolution;

Creates petition information in voter system for various election types, determines the validity of petition signatures during the petition process, and reports results of petition signature verification to appropriate election authorities;

Coordinates with department vendors to complete mailing projects to voters, including monitoring supplies, uploading files to vendors, and processing mailings in Voter Registration database;

Works with vendors to manage the voter identification card printing and mailing process;

Assists with special projects related to the AVID statewide voter database and the processing ERIC reports for cross-state voter registration matches;

Maintains security and confidentiality of information created or encountered in the performance of assigned duties, including accessing confidential databases to confirm voters' citizenship status;

Responsible for other duties as assigned to ensure efficient functions of the voter registration unit.

KNOWLEDGE & SKILLS:

Knowledge of:

- voter registration and mail voting procedures;
- techniques for leading, training, assigning, prioritizing and reviewing work of staff;
- local, state and federal election laws, rules and regulations;
- codes used on voter registration documents;
- Word processing, spreadsheets, report production, mail merge and manual and automated records management systems;
- office practices and procedures;
- business English, spelling grammar, punctuation, and composition;
- principles and practices of employee supervision and training;
- Arizona State Revised Statutes, rules, regulations, policies, and other procedures related to document recording requirements.

Skill in:

- coding, verifying, and entering data into computers;
- leading, training, prioritizing, assigning and reviewing work of staff;
- voter registration and mail voting procedures;
- Word processing, typewriting, creating spreadsheets, reports and mail merge;
- operating a computer terminal and other office equipment;
- resolving complaints from the public;
- communicating effectively, both orally and in writing;
- interacting with the public and providing customer service;
- performing arithmetic calculations;
- verifying, researching, and processing documents.

MINIMUM QUALIFICATIONS:

EITHER

- 1) Four years of experience performing voting or election functions with a county or other public agency and at least one year of lead or supervisory experience. (Lead or supervisory experience may be concurrent with required experience.)

OR

- 2) Two years of experience with Pima County as a Voter Registration Clerk or Election Technician, or other similar administrative classification as defined by the appointing authority at the time of recruitment.

OR

- 3) One year of experience with Pima County as a Voter Registration Clerk-Senior or an Elections Technician-Senior.
(Relevant experience and/or education from an accredited college or university may be substituted.)

OTHER REQUIREMENTS:

Licenses and Certificates: Current voter registration in Pima County, as required by Arizona State law, is required at time of appointment and must be maintained as a condition of employment. In accordance with Arizona State law, employees must be able to obtain certification as a Certified Elections Officer from the Secretary of State. This training will be provided dependent on availability of classes. Certification must be maintained throughout the term of employment with the Voter Registration Division of the Recorder's Office. All positions require a valid Arizona Class D driver license at the time of application. Failure to obtain/maintain the required certification/licensures shall be grounds for termination.

Special Notice Items: Employees will be provided with, and must successfully complete, signature comparison classes (intermediate and advanced), during employment. Some positions may require demonstrable fluency in English and a second language as determined by the appointing authority.

Physical/Sensory Requirements: Physical and sensory abilities will be determined by position.

This classification specification is intended to indicate the basic nature of positions allocated to the classification and examples of typical duties that may be assigned. It does not imply that all positions within the classification perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Pima County

Proposed New Classification 3/2023

Code: 1125

Title: VOTER REGISTRATION UNIT SUPERVISOR

SUMMARY: Supervises the operations and personnel assigned to the Pima County Recorder's Office Voter Registration Unit and the Ballot Processing Center. The incumbent participates in various aspects of the early voting functions of the unit. The incumbent also performs complex paraprofessional, process-oriented work that requires extensive technical knowledge of election laws as outlined in Title 16 and Title 19.

DUTIES/RESPONSIBILITIES: (Work assignments may vary depending on the department's needs and will be communicated to the applicant or incumbent by the supervisor.)

Plans, organizes, assigns, supervises, reviews, and evaluates the work of voter registration staff who process new voter registration forms, early ballot requests, military and overseas ballot requests, as well as processing early ballots, and maintaining the Pima County Voter registration roll;

Evaluates permanent employee performance, completes employee evaluations, makes recommendations on hiring, termination, and related personnel activities, and initiates progressive discipline process as necessary;

Supervises the temporary voting support staff assigned to assist with data entry, ballot processing and signature verification of early ballots submitted for a local, state, and/or federal election;

Trains permanent and temporary voter staff in official election responsibilities, ballot review processes, and applicable election laws and regulations related to early voting;

Monitors the quality of work performed by permanent and temporary staff ensuring appropriate election procedures are followed and complies with the regulatory framework primarily established by Title 16 and Title 19;

Supervises the early ballot-processing center and coordinates with management regarding staffing levels, process flow, and task assignments;

Supervises a staff of at least 10 to 75 (depending on election size) during an active election cycle, ensuring mailed ballots are processed in a timely and transparent manner;

Develops, recommends, and implements improved operational procedures and work processes within the voter registration unit;

Supervises the receipt and proper accounting of early ballots received for ballot processing and signature verification;

Supervises and participates in activities involved in inventory control, receipt, delivery and storage of early ballots, election equipment, and supplies for early voting locations, etc.;

Supervises and coordinates the transportation and delivery of technology, supplies, and equipment to early voting sites, and ballot replacement centers;

Supervises and participates in the preparation of forms, and orders necessary supplies used in the course of voter registration and voter list maintenance; also develops and implements training materials for early voting staff;

Supervises the Geo-coding tasks assigned to the Voter Registration Specialist, which includes adding new street addresses to the vote system, reviewing non-standard addressing, and adjusting voter boundaries to match new annexations by municipal governments and other special taxing districts;

Supervises the notification process for NVRA letters, and the process to inactivate voters within the voter application database;

Coordinates activities with local jurisdictions for their regular and special elections, as well as coordinating the activities of staff assigned to process petition verifications;

Maintains appropriate records regarding voter staff activities, and assists in preparation of reports related to early vote site monitoring, ballot returns and processing statistics;

Maintains appropriate security and confidentiality of information created or encountered in the performance of assigned duties;

Provides specialized problem-solving support to voters by resolving technical problems related to the voter registration and/or early voting process or by addressing complaints that cannot be resolved by voter registration clerks;

Researches and remains knowledgeable of applicable election laws and regulations relative to early ballot processing and voter registration requirements, as well as, follows proposed legislative changes to election statutes and prepares reports regarding impact on unit, department and county election procedures;

Responsible for other duties as assigned to ensure efficient functions of the voter registration unit.

KNOWLEDGE & SKILLS:

Knowledge of:

- voter registration and mail voting procedures, as well as other election procedures;
- principles and practices of employee supervision and training;
- techniques for leading, training, assigning, prioritizing and reviewing work of staff;
- local, state and federal election laws, rules and regulations;
- codes used on voter registration documents;
- precinct boundaries of county, municipal and other agencies;
- principles and practices of inventory control;
- word processing, spreadsheets, report production, mail merge and manual and automated records management systems;
- office practices, procedures, automated filing systems, and equipment;
- office practices and procedures;
- business English, spelling grammar, punctuation, and composition.

Skill in:

- supervising and coordinating the work of others;
- coding, verifying, and entering data voter registration data;
- leading, training, prioritizing, assigning and reviewing work of staff;
- voter registration and mail voting procedures;
- word processing, typewriting, creating spreadsheets, reports and mail merge;
- operating a computer terminal and other office equipment;
- resolving complex issues/complaints from voters;
- communicating effectively, both orally and in writing;
- interacting with the public and providing customer service;
- organizing and coordinating election procedures;
- effective inventory control and management;
- preparing early ballot replacement sites, vote centers, and early voting site locations;
- maintaining records and preparing reports.

MINIMUM QUALIFICATIONS:

EITHER

1) Five years of experience performing election functions with a county or other public agency and at least one year of lead or supervisory experience. (Lead or Supervisory experience may be concurrent with prior experience performing election functions.)

2) Three years of experience with Pima County as a Voter Registration Clerk or Election Technician, or other similar administrative classification as defined by the appointing authority at the time of recruitment.

OR

3) Two years of experience as a Voter Registration Clerk – Senior or an Elections Technician-Senior with Pima County.

(Relevant experience and/or education from an accredited college or university may be substituted.)

OTHER REQUIREMENTS:

Licenses and Certificates: Current voter registration in Pima County, as required by Arizona State law, is required at time of appointment and must be maintained as a condition of employment. In accordance with Arizona State law, employees must be able to obtain certification as a Certified Elections Officer from the Secretary of State. This training will be provided dependent on availability of classes. Certification must be maintained throughout the term of employment with the Voter Registration Division of the Recorder's Office. All positions require a valid Arizona Class D driver license at the time of application. Failure to obtain/maintain the required certification/licensures shall be grounds for termination.

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