

Voter Protection Hotline and Speakers Bureau Director

The Michigan Democratic Party is seeking a talented Voter Protection Hotline and Speakers Bureau Director to manage our telephonic Voter Protection Hotline and our Speakers Bureau. Our right to vote is fundamental to all that we hope to accomplish; the Voter Protection Hotline Director is a crucial role that will ensure every eligible citizen is able to cast a ballot that counts in 2019 and 2020.

What You'll Do

As our Voter Protection Hotline and Speakers Bureau Director, you will be expected to:

1. 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.
2. Train and supervise hotline 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 sure that an adequate number of volunteers.
3. Maintain strong data practices: Ensure that all hotline volunteers and staff are properly reporting on calls and that their reports are timely, accurate, and thorough.
4. Escalate issues: Working with Deputy Director, monitor reports from hotline calls to ensure that all voter issues have been resolved and to aggregate and escalate trends or particularly challenging cases.
5. Manage Speakers Bureau: Working with the volunteer speakers bureau coordinator, ensure that volunteer speakers are trained and supported to give educational presentations throughout the

state on registration and voting changes resulting from Proposal 3. Ensure that a speaker is assigned to fulfill each speaker request. Assist speakers as necessary with the slide presentation and with answering questions arising from presentations.

Who You Are

We're seeking a detail-oriented individual who can handle a high volume of work and solve problems to get things done.

Additionally, our ideal candidate will identify as:

1. 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.
2. 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, manager, and other team leaders.
3. 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.
4. 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.
5. Committed to Democratic values.

The Michigan Democratic Party is an equal employment opportunity employer and is committed to maintaining a non-discriminatory work environment, and does not discriminate against any employee or applicant for employment on

the basis of race, color, religion, sex, national origin, age, disability, veteran status, marital status, sexual orientation, gender identity, or any other characteristic protected by applicable law.

Send cover letter and résumé to eperesman@michigandems.com