



Voter Protection Hotline Manager, Democratic Party of Georgia

We seek a talented individual to run and manage our Voter Protection Hotline. During the 2018 gubernatorial election cycle, the Democratic Party of Georgia received nearly 80,000 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 Georgia 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 Georgian is able to cast their ballot in 2020.

What You'll Do

As our Voter Protection Hotline Manager, you will be expected 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 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.



Who You Are

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.
- 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 Georgia.

Application and Interview Procedure:

To apply, please email your resume, a cover letter, and a list of three (3) references to Saira Draper at Saira@GeorgiaDemocrat.org. This role will be open to apply until the position is filled.

The DPG believes our diversity on staff is our strength and we encourage individuals with diverse backgrounds—including race, ethnicity, religion, gender, marital status, parenting status, sexual orientation, age, national origin, disability or veteran status—to apply.