



Voter Protection Hotline Director Pennsylvania Democratic Party

The Pennsylvania Democratic Party seeks a talented Voter Protection Hotline Director to manage our telephonic Voter Assistance Hotline for the 2020 election. The Voter Protection Hotline Director is a crucial role that will assist in the administration of a robust, proactive, voter protection program, ensuring free and fair elections in Pennsylvania.

What You'll Do

As our Voter Protection Hotline 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 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 volunteers and staff are properly reporting on calls and that their reports are timely, accurate, and thorough.
- 4. Escalate issues:** Working with Voter Protection Director and the Deputy Director, monitor reports from calls to ensure that all voter issues have been resolved and to aggregate and escalate trends or particularly challenging cases.
- 5. Oversee policy and processes:** Develop collateral and 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.

Who You Are

We are seeking someone who, at their core, is fueled by the satisfaction of fighting for the principles shared by Democrats. Additionally, our ideal candidate will identify as:

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- 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, manager, and other team leaders.
 - 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.

We understand not everyone has all these skills and you will have to participate well in the Voter Protection team to provide all these talents to win the State and the more than 200 legislative races this team will be responsible for.

The Pennsylvania Democratic Party is committed to diversity among its staff, and recognizes that its continued success requires the highest commitment to obtaining and retaining a diverse staff that provides the best quality services to supporters and constituents. The Party is an equal opportunity employer and prohibits discrimination of employment, promotion, compensation, terms, conditions, or privileges of employment on the basis of gender, disability, race, age, national origin, color, creed, sexual orientation, sex (including marital and parental status), gender identity and expression, religion, economic status, ethnic identity, veteran's status, or any other basis prohibited by applicable law.

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