



HARRIS COUNTY

Human Resource & Risk Management

Houston, TX 77002

<https://agency.governmentjobs.com/harriscountytx/default.cfm>

invites applications for the position of:

Voter Services Representative (Bilingual/Chinese)

An Equal Opportunity Employer

SALARY: Depends on Qualifications

OPENING DATE: 01/11/22

CLOSING DATE: 02/11/22 11:59 PM

POSITION DESCRIPTION:

The Harris County Elections Administration is seeking a Bilingual (Chinese) Voter Services Representative to assist voters with election questions.

DUTIES AND RESPONSIBILITIES:

- The position requires an ability to work accurately and quickly under deadlines while intaking a large volume of calls, specifically during election cycle.
- Must greet callers with courtesy, confidence, and patience.
- Ability to learn and understand the general operations of an election is important in order to assist Presiding Judges, Volunteer Deputy Voter Registrars, and the general public.
- Additional administrative support, including translation assistance, is required.
- Quickly and accurately assess the needs of callers by asking clarifying questions; research and provide accurate information or forward requests as needed
- Keeps equipment operational by following established procedures and reporting malfunctions.
- Participates in regular training meetings to stay current and improve knowledgebase
- Inventory, file, and prep election materials for elections or archiving
- Enter mail requests into election management system (VEMS).
- Test phone lines daily.
- Assist manager and or administrator on special projects.
- Assist as interpreters for Outreach Department.
- Assist with building the ballot and recording it.
- Assist with ballot proofing.
- Maintain call records accurately within Cordial system

Harris County is an Equal Opportunity Employer

<https://hrrm.harriscountytx.gov/Pages/EqualEmploymentOpportunityPlan.aspx>

If you need special services or accommodations, please call (713) 274-5445 or

email ADACoordinator@bmd.hctx.net

REQUIREMENTS:

EDUCATION:

- High school diploma or Equivalent

KNOWLEDGE SKILLS & ABILITIES:

- Must be a Harris County Registered Voter Must be able to speak Chinese Fluently (writing is a plus)
- Computer Literate Willingness to assist the judges with the Epollbook
- Understand and operate the Epollbook
- Know how to test phone lines Assist at the Receptionist desk with Security Procedures
- Must be able to type at least 30 WPM Have some knowledge of using Microsoft Office (Word /Excel)
- Have outstanding written and verbal skills
- Must be able to input and update mail ballot requests accurately
- This job is a mostly a sedentary role but does require standing and bending at times
- Must have the ability to lift and carry 20 pounds within work area
- Able to stand for assembly line work
- This job operates in a professional office environment
- This role routinely uses standard office equipment such as computers, phones, copiers, filling cabinets

NOTE: Qualifying education, experience, knowledge and skills must be documented on your job application. You may attach a resume to the application as supporting documentation but **ONLY information stated on the application will be used for consideration. "See Resume" will not be accepted for qualifications.**

PREFERENCES:

N/A

GENERAL INFORMATION:

Days and hours of work:

- Typically Monday through Friday,
- 8:00 am to 4:30 pm.
- This is a full time position.
- Overtime hours mandatory during election cycle.
- Must be able to work over time.

Salary Range:

- \$15.73-\$22.46

Employment is contingent upon passing a background check and drug screen.

Due to a high volume of applications positions may close prior to the advertised closing date or at the discretion of the Hiring Department.

Harris County has an Employment-at-Will Policy.

Employment is contingent on passing a criminal background check.

Upon receiving a conditional Offer of Employment, all applicants are screened for the presence of illegal drugs.

To view your detailed application status, please log-in to your on-line profile by visiting:
<https://www.governmentjobs.com/careers/harriscountytx>

1310 Prairie Street, Ste. 240
Houston, TX 77002

Position #07436
VOTER SERVICES REPRESENTATIVE (BILINGUAL/CHINESE)
HJ

employment@bmd.hctx.net

Voter Services Representative (Bilingual/Chinese) Supplemental Questionnaire

- * 1. Which of the following best describes your education as it relates to this position?
 - ☐ High School Diploma or G.E.D. equivalent
 - ☐ Associate Degree
 - ☐ Bachelor Degree
 - ☐ Master Degree
 - ☐ Doctorate Degree
 - ☐ None of the Above
- * 2. If you selected a college degree in response to the previous question, which of the following disciplines best relates to your degree most relevant to this position?
 - ☐ Other Related Field
 - ☐ Unrelated Field
 - ☐ N/A; No Degree
- * 3. Are you currently registered as a Harris County voter?
 - ☐ Yes
 - ☐ No
- * 4. Do you have any previous experience using Epollbook?
 - ☐ Yes
 - ☐ No
- * 5. Which of the following describes your level of proficiency using a personal computer and common office software such as MS Office Suite (Word, Excel, PowerPoint, and Outlook). Please select your level of proficiency based on the following descriptions:
Advanced: A person with this level of skills is able to produce very large, complex formal documents that require a table of contents, footnotes, endnotes, bookmarks, and other special elements; a wide range of graphic effects, and use advanced techniques for analyzing and manipulating data. Has full mastery of Macro commands and skills to tie the objects together into a cohesive system by using Macros and Visual Basic for Applications code. Makes interactive presentations by using hyperlinks and action buttons. Intermediate: A person with this level of skills is able to customize toolbars, import and insert graphs, embed Excel data, and elaborate reports. Understands the concepts of databases and is able to work with charts and to use the

list management capabilities of Excel. Able to use complex query techniques, create efficient forms and reports, and create Macros to automate these forms. Makes interactive presentations by using hyperlinks and action buttons. Basic: A person with this level of skills is able to use basic formatting, editing, printing functions, and understands the document page setup. Has the ability to enter and correct data, modify a workbook, format a worksheet, and use printing functions. Understands the different database concepts and structures and is familiar with data validation and is able to create a simple presentation in PowerPoint, run it, and print it. Entry Level: A person with this level of skills has the ability to open, create, save and modify documents in Word, send and receive email in Outlook and create spreadsheets in Excel. Format documents for printing, comfortable using the printer menu to preview documents. Has ability to change the font, the margins, insert or delete pages and use the built-in spellchecker and grammar check.

- ☐ Advanced
- ☐ Intermediate
- ☐ Basic
- ☐ Entry Level
- ☐ Not proficient

* 6. Are you bilingual in English and Chinese? If yes, do you consider yourself fluent?

- ☐ Yes, I am fluent in both of these languages
- ☐ No, I am fluent in only one of these languages
- ☐ No, I am not fluent in either one of these languages

* Required Question