

2024 North Carolina Coordinated Campaign Voter Protection Hotline Manager

The North Carolina Coordinated Campaign is seeking a Voter Protection Hotline Manager. The Hotline Manager will run the Coordinated Campaign's Voter Protection Hotline, which receives calls from voters with questions about voting and those experiencing voting issues. The Manager will oversee all hotline operations and hundreds of volunteers. Hotline volunteers will answer North Carolina voters' questions on issues ranging from how to register to vote to how to cure a provisional ballot, and everything in between. The Voter Protection Hotline Manager is a key role that will ensure every eligible North Carolinian can cast their ballot in 2024.

Responsibilities:

- Work alongside the Voter Protection Director and the voter protection team to implement and support the voter protection plan and all voter protection programs
- Plan and execute all aspects of hotline programming, including developing volunteer pipelines and processes, and processes around recruiting, training, shifting, managing, and providing feedback to volunteers
- Create resources and establish training protocols for hotline volunteers and volunteer leaders
- Manage voter protection volunteer data in Votebuilder, ensuring organization and data integrity
- Support internal and external communication around voter protection in North Carolina, including the promotion of the hotline phone number
- Provide summaries of voting issues being called into the hotline and identify high-priority or systemic issues for escalation and resolution
- Ensure appropriate hotline staffing for anticipated call volumes
- Oversee hotline technology, and implement processes to ensure volunteer and staff support for troubleshooting hotline technology issues and for training volunteers on using hotline technology

Required Qualifications and Skills:

- At least one cycle of experience in organizing or with a voter protection program
- Ability to learn the fine points of North Carolina voting laws and to translate that information into simple, actionable guidance for voters and volunteers
- An ability to develop processes and workflows that support volunteer engagement efforts and carry volunteers through the process from recruitment to training to serving on the hotline

- A creative approach to organizing and eagerness to try new solutions to meet ambitious goals
- Collaborative, able to anticipate teammates' needs, willing to work long and irregular hours
- Strong cross-team communication and organizational skills
- Demonstrates grace under pressure – thrives in a fast-paced environment, is decisive, and maintains composure and teamwork skills under pressure
- Proven time management skills with the ability to manage multiple projects and competing priorities to meet deadlines
- Proficiency in Google Sheets is required, and proficiency in VoteBuilder preferred
- Comfortable with technology and learning new tech platforms
- Commitment to electing Democratic candidates up and down the ballot in North Carolina

Salary and Benefits

This position is salaried at \$5,500 per month. This position is full-time, temporary, exempt, and will end on November 15, 2024. The position is based in our state HQ office in Raleigh, NC. This is a CWG bargaining unit position.

All full-time employees are offered a comprehensive benefits package, 100% covered by NCDP. This includes medical, dental, vision, disability, and life insurance. Benefits become active on your first day of employment. Employees can add partners and dependents to health benefits but are responsible for covering the additional cost. Full-time employees also receive unlimited paid time off on an as needed basis subject to employer approval, two floating holidays, and paid holidays.

Application and Interview Procedure

Candidates should submit their resumes at <https://forms.gle/1sJkHtotUMtf8Wrg9>.

Due to FEC regulations, only U.S. citizens or U.S. green card holders are eligible to apply for this role.

The North Carolina Democratic Party is an equal opportunity employer. We will not discriminate and will take affirmative measures to ensure against discrimination in employment, recruitment, advertisements for employment, compensation, termination, upgrading, promotions, and other conditions of employment against any employee or job applicant on the basis of race, color, gender, national origin, age, religion, creed, disability, veteran's status, sexual orientation, gender identity, or gender expression.