



Election Protection Hotline Specialist

The Lawyers' Committee for Civil Rights Under Law is one of the leading national civil rights legal organizations, with the principal mission of fighting racial discrimination faced by African Americans and other racial and ethnic minorities. The Lawyers' Committee was formed in 1963 at the request of President John F. Kennedy to enlist the private bar's leadership and resources in combating racial discrimination and the resulting inequality of opportunity – work that continues to be vital today.

The Lawyers' Committee is seeking a temporary Hotline Specialist for its Election Protection call center based remotely and then subsequently in Washington, DC up to a six-month term, but ending no later than December 31, 2020. Election Protection—the nation's largest, non-partisan voter protection program—works year-round to ensure that all voters have an equal opportunity to participate in the electoral process. Election Protection provides Americans from coast to coast with comprehensive voting information on how they can make sure their vote is counted through a number of resources including:

1. A suite of voter helplines: 866-OUR-VOTE (led by the Lawyers' Committee), 888-Ve-Y-Vota (Spanish, led by the NALEO Educational Fund), 888-API-VOTE (Asian languages, led by APIAVote & Asian Americans Advancing Justice-AAJC), and 844-YALLA-US (Arabic, led by the Arab American Institute);
2. Voter protection field programs across the country; and
3. Digital tools such as www.866ourvote.org.

This is a full-time, temporary position based in Washington, DC. The Election Protection Hotline Specialist will work under the supervision of the Election Protection Manager and leadership of the Senior Legal Mobilization Coordinator.

Specific Duties and Responsibilities:

- Oversee the day-to-day functions of the Election Protection call center that takes calls to the 866-OUR-VOTE hotline;
- Manage volunteer call center captains and hundreds of legal volunteers (i.e. Attorneys, Paralegals, Law Students and Legal Professionals) to ensure that all callers receive the highest quality of assistance while collecting necessary data;
- Coach volunteers on substantive voting rights issues as well as technical and soft skills required of volunteers;

- Monitor calls documented in the Election Protection online system, Our Vote Live, to assess whether there are systemic problems, and work with the Voting Rights Project Attorneys and Organizers, as well as the Lawyers' Committee's pro bono network, to resolve individual voter issues and those affecting many voters within a precinct, county or state;
- Work to prepare and coordinate volunteer resources, including technical support guides and materials provided by Voting Rights Project Attorneys and the Lawyers' Committee's pro bono network;
- Create quantitative and qualitative daily reports summarizing call data to help identify trends and inform Election Protection coalition activities and messaging;
- Work with the National Coordinators and Organizing Fellows assigned to oversee the setup of the 30 Election Day call centers to develop best practices, training and other guidance for those call centers based on lessons learned from the pre-election call center; and
- Collaborate with coalition partners running other language hotlines to identify trends or resolve problems.

Minimum Requirements and Competencies:

- Bachelor's Degree (Candidates with a JD are welcome to apply; 4 or more years of work experience as a community or political organizer can substitute for a Bachelor's Degree);
- Experience managing volunteers;
- Be comfortable with volunteer management systems and other specialized tools;
- Be patient, flexible and detail-oriented, and have strong organizational skills;
- Work well with a team and be affable;
- Experience working with minority communities, preferably;
- Campaign, election processes, election organizing or voter protection experience is a plus;
- Experience managing volunteers in a remote setting is a plus; and
- Commitment to staying in the position through December 31, 2020

Additional Expectations:

The successful candidate will join a team that places a high value on diversity, high-quality work and teamwork. The position requires a candidate who can handle significant responsibilities and make thoughtful decisions during pre-election periods when the pressures resemble a campaign-type environment. This is not a typical 9-5 position. The Hotline Specialist will be

expected to work nights and weekends as the election approaches and the call center hours expand.

In response to the COVID-19 pandemic, Election Protection has moved its in-person hotline to a completely virtual hotline infrastructure, including use of internet-based voice technology, virtual trainings and online communication mediums for supporting volunteers. As such, the Hotline Specialist will be expected to perform job duties remotely for some or all of the duration of the time.

To Apply: Please submit a cover letter and resume to <https://podio.com/webforms/24664839/1809621>. No calls will be accepted. The position will remain open until filled and applications will be reviewed on a rolling basis. This is a temporary position up to a six-month term, but ending no later than December 31, 2020. Salary and benefits are competitive for a nonprofit legal organization. Staff Benefits include Employer Sponsored (Medical, Dental and Group Life & AD&D); Voluntary Benefits (Vision Insurance, Short-Term Disability, Long-Term Disability and Supplemental Life) coverage; the opportunity to participate in the 403(b) Retirement Plan; Voluntary Flexible Spending (Medical and/or Dependent Care) and Stipends (Cell Phone and Commuter/Parking Benefits); 11 paid Holidays and Vacation/Sick days.

Commitment to Diversity and Inclusion: The Lawyers' Committee embraces diversity and inclusion in our workplace. We strongly encourage candidates of color and candidates from underrepresented communities to apply. The Lawyers' Committee does not discriminate on the basis of actual or perceived race, religion, color, national origin, ancestry, disability, medical condition, marital status, sex, age, sexual orientation, gender identity or expression, family responsibility, personal appearance, genetic information, matriculation, political affiliation or any other status protected under law.

Accessibility Assistance: Although calls will not be accepted regarding questions about the position, if you are an individual with a disability and need assistance completing the online application, please call 202-662-8600 and ask for an applicant accommodation or send an email with the subject line "Applicant Accommodation" to kcoates@lawyerscommittee.org.