



Election Protection Hotline Coordinator

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 President John F. Kennedy's request 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 Coordinator for a 2-year term to support the technological infrastructure of its 866-OUR-VOTE hotline. The hotline is a central facet of Election Protection (EP)—the nation's largest, non-partisan voter protection coalition, including hundreds of local, regional, and national non-profit organizations that work year-round to ensure that all voters have an equal opportunity to participate in the electoral process. The Lawyers' committee is the convener of the EP coalition and coordinates its infrastructure to provide Americans from coast to coast with comprehensive voting information and support when they encounter problems voting, to ensure that they can cast a ballot and have that ballot counted through many resources, including:

1. A suite of voter helplines: 866-OUR-VOTE (led by the Lawyers' Committee), 888-Ve-Y-Vota (Spanish and English, led by the NALEO Educational Fund), 888-API-VOTE (Asian languages, led by APIA Vote & 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 and website, including www.866ourvote.org.

This is a temporary, 2-year, full-time position based in Washington, DC. The Election Protection Hotline Coordinator will work under the supervision of the Election Protection Manager. The Coordinator will be expected to work occasional nights and weekends, especially during elections when call center hours expand during peak election seasons.

In response to the COVID-19 pandemic, the Lawyers' Committee is currently operating in a remote capacity but plans to return to in-person operations at a yet-to-be-determined date.

Specific Duties and Responsibilities:

The Hotline Coordinator will perform the following critical functions associated with the 866-OUR-VOTE Hotline infrastructure:

- Oversee the Election Protection ticket tracking database system, including evaluation and implementation of system-wide upgrades and accompanying procedures;
- Oversee a growing Election Protection data portfolio, including existing data integrations, visualizations, and requests for additional data integration;
- Support the Election Protection volunteer management system, including evaluation and implementation of system-wide upgrades and procedures for volunteer and organizational partner access;
- Support the Election Protection hotline's call center platform, including the configuration of Interactive Voice Response (IVR) and non-voice (SMS, social media messaging, and online chat) channels;
- Oversee program-wide access to all hotline platforms for volunteers, staff, and Election Protection coalition partners;
- Maintain and update training materials for the hotline's suite of infrastructure tools;
- Serve as liaison to coalitional partners to address needs as they arise concerning the technical infrastructure; and
- Provide strategic and product support for other hotline technical infrastructure priorities that may arise.

Minimum Requirements and Competencies:

- Possess a Bachelor's Degree (4 or more years of work experience in digital organizing or an otherwise similar role can substitute for a Bachelor's Degree);
- Have prior experience with various technology systems, including but not limited to volunteer management systems, call center platforms, single-sign-on, and other specialized tools;
- Have fluency with data manipulation, analysis, and structures for maintaining data;
- Be patient, flexible, and detail-oriented and have strong organizational skills;
- Work well in a team environment;
- Experience working with communities of color is a plus;
- Campaign, election processes, election organizing, or voter protection experience is a plus; and
- Commitment to the mission and values of the Lawyers' Committee.

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 in a campaign-type environment.

To Apply: Please submit a cover letter and resume, including graduation completion dates, to <https://podio.com/webforms/25929757/1941811>. No calls will be accepted. The position will remain open until filled, and applications will be reviewed on a rolling basis. Salary and benefits are competitive for a non-profit 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 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; send an email with the subject line "Applicant Accommodation" to kcoates@lawyerscommittee.org.