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## North Carolina Voter ID Outreach and Assistance Organizer (“North Carolina Organizer”)

### OVERVIEW

VoteRiders is a nonpartisan 501(c)(3) nonprofit, focused on voter ID education and assistance. Our work raises awareness of voter ID laws and VoteRiders’ services. Our programs identify, educate and help voters in need of voter ID assistance so they can vote with confidence, *knowing they cannot be turned away*.

Targeted and far-reaching voter ID education and assistance in North Carolina have never been more urgent. Earlier this year, the North Carolina Supreme Court reinstated a voter ID law that was previously blocked by the court, and the law is already in effect ahead of quickly-approaching fall municipal elections in 2023.

VoteRiders is seeking a Charlotte, North Carolina-based Organizer to support our work in the greater Charlotte region and beyond, with a particular focus on supporting and expanding our existing Voter ID Clinics program. Voter ID Clinics involve placing trained VoteRiders staff or volunteers on-site (or virtually) at partnering community organizations such as shelters, community centers, food banks, and more. These events offer one-on-one and fully-paid voter ID assistance to any eligible voter who needs it – including all transportation arrangements and costs and helping to obtain and paying the fees for the ID and underlying documents.

The North Carolina Organizer will also provide virtual voter ID assistance for voter help requests that come in via Zendesk, VoteRiders’ central voter intake platform. They will assume regular shifts on the VoteRiders Helpline and Chatbot, and provide support for voter ID assistance requests and voter questions that come in via these ways, including following up on cases through completion.

This is a remote position, but candidates must be physically based in the Charlotte area to be considered for this position and be able to travel within the region. This is a full-time position, available ASAP. The VoteRiders North Carolina Organizer will report to our National Voter ID Assistance Director and work closely with our Deputy Director of Voter ID Assistance (on Helpline/Chatbot operations) and North Carolina Voter ID Coalition Coordinator.

### COMPENSATION

The salary for this position is \$50,000/year, as well as a monthly remote work stipend, healthcare benefits, paid sick leave, and paid time off per the policies outlined in VoteRiders’ Employee Handbook.

### PRIMARY RESPONSIBILITIES

#### **In-person Voter ID Clinics (Charlotte area): Estimated 18h/week**

- Maintain current partnerships with Charlotte-area organizations that host Voter ID Clinics and attend regular in-person Voter ID Clinics to directly assist voters and provide



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virtual assistance as needed to community members

- Expand VoteRiders' voter ID assistance work through growing our partnership base, including recruiting new host organizations for Voter ID Clinics
- Train partner organization staff and volunteers on the implementation of Voter ID Clinics, ensuring productive and sustainable ongoing partnerships that enable VoteRiders' partners to deliver ID education and assistance to the communities they serve
- Recruit, train, and oversee a diverse group of VoteRiders volunteers who can support Voter ID Clinics in-person and virtually, as well as provide virtual ID assistance outside of regular Voter ID Clinic events
- Promote VoteRiders' tools and services with partner organizations statewide, including our bilingual Voter ID Helpline/Chatbot, NC Voter ID Information cards, and other partner-facing materials such as flyers and social media graphics.

**Virtual Voter ID Assistance (Zendesk, Helpline, & Chatbot): Estimated 18h/week**

- Via taking regular shifts on our national Helpline/Chatbot, provide virtual ID assistance to individuals in need who self-refer or are referred to VoteRiders via program staff, volunteers, or partners.
- Respond to pending tickets in Zendesk and update status in real time to ensure coordination with virtual ID assistance volunteers
- Work closely with the National Voter ID Assistance Director and Deputy Director of Voter ID Assistance to reduce the current significant turnaround time for virtual ID assistance requests. Establish systems and workflows to respond to urgent requests and priority tickets rapidly while also establishing minimum standards for turnaround time for all assistance requests.
- Coordinate with the Deputy Director of Voter ID Assistance to assume responsibility for a defined number of regular weekly shifts on Helpline and Chatbot, while also regularly receiving tickets from both of those channels on an ongoing basis and responding rapidly to ensure high-quality service to voters

**Reporting: Estimated 4h/week**

- Ensure comprehensive reporting on established program metrics of success, including the timely input of voter data into Zendesk
- Track and reconcile expenses associated with the organization of Voter ID Clinics and virtual voter ID assistance
- Document stories, visually and otherwise, of voters assisted, including the steps taken to obtain an acceptable ID and capturing impact stories for posting on social and digital media as well as through traditional media coverage of Voter ID Clinics

**QUALIFICATIONS**

**Required**

- Lives in (or willing to relocate ASAP to) Charlotte, North Carolina, or in surrounding counties (relocation funds are not included)



- Exceptional interpersonal skills and entrepreneurial spirit
- Highly self-motivated and -directed
- Strong communications skills and highly responsive
- Strong affinity for voting rights, networking and building strategic partnerships
- Experience and ability to work with diverse and at-risk communities
- Experience with or willingness to learn digital storytelling methods
- Demonstrated ability to manage details, resourcefully solve problems and follow through with minimum direct supervision
- Regular access to a reliable computer, internet signal, and cellphone
- Strong computer skills, including Microsoft Suite, Google Suite with aptitude to learn new software and systems
- Willing to travel within North Carolina with access to readily available and reliable transportation with appropriate insurance

#### **Preferred/Plus**

- Spanish language skills
- Existing relationships with local and/or statewide democracy and/or direct service organizations
- Experience in grassroots organizing in North Carolina or the greater North Carolina region (preferred) or elsewhere in a similar role
- Experience with VAN

#### **EQUAL EMPLOYMENT OPPORTUNITY POLICY**

VoteRiders is committed to diversity among its staff. VoteRiders is an equal opportunity employer. All employment decisions at VoteRiders are based on our mission and program needs, job requirements and individual qualifications, without regard to age, race, color, national origin, religion, sex, sexual orientation, disability, or any other legally protected basis. VoteRiders will not tolerate any unlawful discrimination or harassment.

#### **TO APPLY**

To apply, send a resume, cover letter and contact information for three professional references to [Jobs@VoteRiders.org](mailto:Jobs@VoteRiders.org). Please note that references will not be contacted without your permission. Include in the subject line: your **last name** and **North Carolina Organizer**. Applications will be accepted until the position is filled. Please include where you saw the job post or how you learned of the open position.