VOTERIDERS

Voter ID Assistance Coordinator

OVERVIEW

Founded in 2012, VoteRiders is the country's leading nonpartisan organization focused on voter ID education and assistance. We work nationwide with a particular focus on states with highly restrictive voter ID laws. In 2024, our programs directly reached over 6 million voters. Our on-the-ground programs, partnerships, and digital campaigns raise awareness of voter ID laws, making sure voters know what ID they need to vote in their state and providing completely free ID assistance to voters in need. Our programs identify, educate and help voters with voter ID issues so they can vote with confidence.

This is a full-time position, available ASAP. Position may be located anywhere within the United States.

The Voter ID Assistance Coordinator will report to our Deputy Director of Voter ID Assistance and work closely with our Deputy Director of Voter ID Assistance.

COMPENSATION

The starting salary range for this position is $60,000 - $65,000/ year depending on experience. Healthcare benefits, paid sick leave, and paid time off policies are outlined in VoteRiders Employee Handbook.

PRIMARY RESPONSIBILITIES

40% Voter ID Assistance Program Management
- Work closely with the National Voter ID Assistance Director and Deputy Director of Voter ID Assistance to monitor and manage the prompt response to and completion of unassigned ID assistance requests
- Provide logistical and content support for volunteer and team trainings and follow-up
- Review and support the program, including ongoing system and tool improvements, process oversight

20% Volunteer and Partner Communication and Support
- Train and provide ongoing support for a diverse group of VoteRiders volunteers who provide in-person and virtual ID assistance
- Train and support partner organization staff and volunteers on the implementation of voter ID assistance activities, ensuring productive and ongoing partnerships that enable partners to independently deliver ID education and assistance to the communities they serve (with technical and financial support from VoteRiders)
- Communicate with potential and current ID assistance volunteers including ride managers, proactively updating and maintaining our volunteer roster
- Ongoing staff and volunteer training, scheduling, support, and oversight

20% Direct Voter ID Assistance

- Fulfill a defined number of regular shifts on the VoteRiders ID Helpline and Chatbot, while also regularly reviewing tickets from both of those channels on an ongoing basis and responding rapidly to ensure high-quality service to voters
- Assist with the management of voter cases in Zendesk, Helpline call, text, chat, and direct messaging
- As requested by the National Voter ID Assistance Director or the Deputy Director of Voter ID Assistance, Work directly with voters by responding to pending requests in Zendesk (our case management system for ID help) and update status in real-time to ensure coordination with the ID assistance team

20% Admin and Reporting

- Ensure timely and comprehensive reporting on established program metrics of success, including number of voters assisted via the Zendesk intake system, number of volunteers recruited and trained, and other metrics as necessary
- Track and reconcile expenses associated with the provision of virtual voter ID assistance
- Regularly share contact details for voters willing to be profiled on VoteRiders social media, blog, and other channels
- Other tasks as needed

QUALIFICATIONS

Required
- Experience and ability working with diverse and at-risk communities in similar role
- Experience working with and managing volunteers
- Access to a reliable computer, internet signal, and cellphone
- Strong computer skills, including Google Suite, Microsoft Suite, with aptitude to learn new software and systems
- Highly self-motivated and self-directed
- Demonstrated ability to manage details, resourcefully solve problems and follow through with minimum direct supervision
- Excellent written, verbal, and interpersonal communications skills and highly responsive
- Ability to collaborate and achieve actionable results with others
- Ability to build strong and sustainable relationships
- Strong affinity for voting rights, networking and building strategic relationships
- Must believe in the value of VoteRiders and be driven by its mission

Preferred/Plus
- Experience with Zendesk, or other customer service platforms
- Experience with Slack
- Experience with VAN
- Spanish language skills

- Willing to travel occasionally, such as to annual all-staff retreats

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 current or former professional references to Jobs@VoteRiders.org. Please note that references will not be contacted without your permission. Include in the subject line: your **last name** and **Voter ID Assistance Coordinator**. 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.