



VoteRiders Temporary Helpline Coordinator

OVERVIEW

VoteRiders is seeking a detail-oriented, people-centered Helpline Coordinator to help power our national Voter ID Helpline and Chat program, which provides timely and critical one-on-one assistance to voters, including answering questions about ID to vote and fielding requests for direct voter ID assistance. Ahead of midterm elections in November, we anticipate that our Helpline will support thousands of voters across the country as they grapple with new and changing ID requirements.

In this role, you'll help ensure that our nonpartisan Voter ID Helpline and Chat operations run smoothly, from training and supporting volunteers to keeping our systems & communications organized and up-to-date. You'll report to the Deputy Director of Voter ID Assistance and will work closely with other VoteRiders staff such as the rest of the Voter ID Assistance team, volunteers, partners – with support from the Legal team when needed – to help eligible voters get the ID information and assistance they need to make their voices heard in upcoming elections.

VoteRiders does not maintain a physical office; this is a fully remote, part-time position available to start as soon as possible and ideally by mid-March 2026. Candidates must reside in the continental US, with a preference for individuals in Eastern Time Zone.

This is a part-time, temporary position averaging 20 hours per week, with funding currently secured through December 18, 2026. Hours will vary throughout the year, starting lighter in early 2026 and increasing significantly as the November general election approaches. This role requires schedule flexibility, including availability outside standard business hours (9am–5pm, Monday–Friday), and the ability to work beyond 20 hours per week during peak periods, particularly in the months leading up to and immediately following the November general election.

PRIMARY RESPONSIBILITIES

Helpline and Chat Program Coordination

- Coordinating logistics for virtual volunteer Helpline & Chat trainings and follow-up
- Developing and maintaining training materials, slide decks, and Helpline & Chat volunteer communications
- Onboarding and training new Helpline and Chat volunteers
- Reviewing and organizing casework in our case management platform, Zendesk
- Managing the volunteer Slack channel and responding to volunteer questions
- Taking shifts on the Helpline and Chat as needed
- Overseeing volunteer Helpline and Chat shifts in real-time
- Updating and maintaining volunteer rosters and project lists
- Providing event and communications support to strengthen volunteer engagement



- Attending & participating in weekly Helpline and Chat team check-ins
- Participating in and occasionally leading monthly Helpline and Chat volunteer check-ins, as well as conducting one-on-one volunteer check-ins as needed
- Provide dedicated support to maintain and thoughtfully evolve intake and response systems over time, ensuring workflows continue to function smoothly while identifying opportunities to introduce new or improved processes that increase efficiency as volume and complexity grow.

QUALIFICATIONS

The ideal candidate is great at working one-on-one with people, organized, resourceful, passionate about empowering voters, and has a background in election protection and volunteer management. This is a great opportunity for someone who enjoys managing details, building relationships, and supporting a fast-paced, mission-driven team making a tangible impact every day.

Required

- Exceptional interpersonal skills
- Enthusiasm for and comfort with providing one-on-one direct assistance to voters reaching out to us for assistance via the helpline and chat
- Strong volunteer management skills, with the ability to cultivate a warm, supportive, and engaged Helpline and Chat volunteer community
- Highly organized, self-motivated and self-directed
- Strong communication skills and highly responsive, particularly in a fast-paced and remote environment
- Demonstrated ability to manage details, resourcefully solve problems, and follow through with tasks
- Regular access to a reliable computer, internet signal, and cellphone
- Strong computer skills, including Slack & Google Suite with aptitude to learn new software and systems
- Schedule flexibility to support “after hours” activities as needed

Preferred/Plus

- Experience with Zendesk, and/or Mobilize
- Spanish language fluency

COMPENSATION

Hourly rate is \$30/hour

EQUAL EMPLOYMENT OPPORTUNITY POLICY

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.

Studies have shown that members of marginalized communities – such as women, LGBTQ+ and people of color – are less likely to apply to jobs unless they meet every single qualification. VoteRiders is dedicated to building an inclusive, diverse, equitable, and accessible workplace that fosters a sense of belonging – so if you believe you're the right fit for this role but your past experience doesn't align perfectly with every qualification in the job description, we encourage you to still consider submitting an application.

TO APPLY

To apply, send a resume, cover letter and contact information for three current or former professional contacts willing to serve as a reference to jobs@voteriders.org with your name and "Temporary Helpline Coordinator" in the subject line. Please note that references will not be contacted without your permission.