



Election Protection Hotline Specialist

The Lawyers' Committee for Civil Rights Under Law is one of the nation's leading national racial justice legal organizations. Formed in 1963 at the request of President John F. Kennedy, the Lawyers' Committee uses legal advocacy to achieve racial justice, fighting inside and outside the courts to ensure that Black people and other people of color have the voice, opportunity, and power to make the promises of our democracy real.

The Lawyers' Committee seeks a Hotline Specialist for its remote Election Protection call center, which receives calls from voters calling the 866-Our-Vote nonpartisan Hotline.

The Lawyers' Committee convenes the National Election Protection Coalition—the nation's largest and longest-running nonpartisan voter protection effort, which works throughout the year to provide information, resources, and assistance to voters who have questions about the voting process or encounter barriers to the ballot box, with a focus on communities of color that have been historically disenfranchised by voter suppression efforts. In addition, the Lawyers' Committee administers the 886-OUR-VOTE Hotline. The Hotline is part of a technology infrastructure that includes databases, volunteer management systems, and online security platforms.

Calls to the 866-OUR-VOTE Hotline are answered by trained legal volunteers (attorneys, law students, and other legal professionals). These volunteers are supported by experienced volunteer leadership, as well as by the Lawyers' Committee staff.

This is a temporary, full-time, exempt position based in Washington, DC. The position is seasonal and will end by January 31, 2023. The Election Protection Hotline Specialist works under the supervision of the Co-Director for the Voting Rights Project.

Specific Duties and Responsibilities:

Essential responsibilities of the Election Protection Hotline Specialist include but are not limited to the following:

- Support the day-to-day functions of the Election Protection call center that receives calls via the 866-OUR-VOTE Hotline;
- Manage the workflows of hundreds of legal volunteers (attorneys, paralegals, law students, and other legal professionals) to ensure that all

callers receive the highest quality of assistance while collecting necessary data;

- Direct volunteers to resources with the information needed to support callers to the Hotline;
- Assist volunteers with technical questions;
- Assist in and track the process of updating voting rights substantive materials;
- Develop and conduct training for volunteer leadership, front-line volunteers, and coalition partners;
- Monitor calls documented in the Election Protection database system to ensure that systemic problems are being addressed;
- Track updates to volunteer resources, including technical support guides, state-specific information, and training resources;
- Create quantitative and qualitative daily reports summarizing call data to help identify trends and inform Election Protection coalition activities and messaging;
- Identify and engage volunteers who can take on leadership roles; and
- Provide technical and best practices assistance support to other Election Protection Hotlines that provide bilingual language support.

Minimum Requirements and Competencies:

- Demonstrated ability to work with a range of technology platforms, synthesize complex information, train volunteers, and communicate clearly. (Bachelor's Degree Preferred. Candidates with a law degree can apply, but this is not a staff attorney position. Four years or more of work experience as a community or political organizer can substitute for a Bachelor's Degree);
- Experience managing volunteers;
- Comfort and familiarity with volunteer management systems and other specialized tools;
- Patience, flexibility, and detail-oriented nature, with strong organizational skills;
- Ability to work well with a team and be affable;
- Experience working with minority communities, preferably;
- Experience in campaigns, election processes, election organizing, or voter protection efforts is a plus;
- Experience managing volunteers in a remote setting is a plus;
- Commitment to staying in the position through January 31, 2023; and
- Comfortable working with new software and communications platforms.

To Apply: Please submit a cover letter and resume, including graduation completion dates, to <https://podio.com/webforms/27509131/2130915>. 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 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 Dependent Care) and Stipends (Cell Phone and Commuter/Parking Benefits); 12 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 accommodation@lawyerscommittee.org.