

# RUTHERFORD COUNTY, TENNESSEE

## CLASSIFICATION SPECIFICATION

**CLASSIFICATION TITLE:**

**ELECTIONS TECHNICAL SUPPORT**

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### **PURPOSE OF CLASSIFICATION**

The purpose of this classification is to perform technical/administrative work associated with voter registration and election activities. Duties and responsibilities include operating computer hardware and software, performing minor computer maintenance and repairs, learning new software applications and educating co-workers, overseeing scanner and imaging system operations, installing and/or setting up hardware configurations, maintaining voter registration databases, processing computer data, designing forms/ballots, or preparing reports. Responsibilities also include processing voter registrations, updating registration records, assisting in conducting elections, providing general support to the Election Commission, providing customer service, answering the telephone, processing documentation, and maintaining records. Reports to Executive Assistant.

### **ESSENTIAL FUNCTIONS**

**The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.**

Oversees operations and maintenance of departmental computer hardware and software systems; installs and/or sets up hardware configurations; troubleshoots computer problems and performs minor computer repairs; performs basic maintenance of computer system and office equipment, such as backing up data or replacing paper, ink, or toner; coordinates service/repair activities with outside vendors as needed.

Oversees operations of scanner and imaging system.

Programs voting machine for elections; operates reader to retrieve results on election night.

Prepares and reconciles early voting reports; manually inputs early voting and paper ballot totals to tally election results on election night.

Operates a computer to enter, retrieve, review or modify data; verifies accuracy of entered data and makes corrections; utilizes word processing, database, report processing, forms design, voter registration, or other computer programs; learns new software applications and procedures; works with software vendors to resolve problems.

Provides training to staff members in operation of computer systems and software programs; provides training to poll workers in operation of all voting systems.

Maintains and updates the voter registration database.

Maintains felon files.

Prepares certificates of elections for the elected officials.

Assists Administrator of Elections in preparing and finalizing election results.

## **Rutherford County, Tennessee • Elections Technical Support**

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Transfers data from departmental systems to State Election Office using state-wide computer system; generates daily reports; receives and transmits e-mail messages; transfers election night results and final results to the State Coordinator of elections for all County and State-wide elections.

Assists in conducting elections; sets up and operates voting machines; sets up, maintains, and breaks down all early voting activities.

Designs paper ballots for elections; coordinates ballot layout and design; revises ballots prepared by outside vendors.

Processes new voter registrations; updates voter registration records with address changes, name changes, or other current information.

Prepares customized voter lists, labels, and diskettes for use within the office, sale to candidates, or other purposes.

Designs and prepares various customized forms; prepares voter signature lists, poll lists, ballots, and computerized reports.

Prepares presentations for the Administrator of Elections for various voter awareness and speaking engagements.

Monitors inventory of department equipment, voting equipment, or supplies; ensures availability of adequate materials to conduct work activities.

Performs customer service functions in person, by telephone, and by mail; provides assistance and information related to elections, voter registration, candidate registration, computer operations, and related activities, procedures, documentation, timetables, or other issues; responds to routine questions or complaints; initiates problem resolution.

Provides general support to the Election Commission as needed.

Prepares or completes various forms, reports, correspondence, lists, labels, ballots, or other documents.

Receives various forms, reports, correspondence, voter registration cards, voter identification documentation, candidate petitions, disclosure reports, user manuals, procedures, regulations, manuals, reference materials, or other documentation; reviews, completes, processes, forwards or retains as appropriate.

Performs various clerical tasks, which may include typing documents, making copies, sending/receiving faxes, distributing or opening incoming mail, processing outgoing mail, filing documentation, or maintaining departmental file system.

Answers telephone calls and greets visitors; ascertains nature of business; provides information and assistance; directs callers/visitors to appropriate personnel; records/relays messages; retrieves messages from voice mail; initiates and returns calls as necessary.

Acts as liaison between department staff and computer support representatives in matters relating to hardware and software systems.

Communicates with supervisor, employees, poll workers, other departments, election officials, candidates, voters, the public, the media, state agencies, vendors, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Maintains a comprehensive, current knowledge of election procedures and practices, departmental procedures, and other applicable laws or guidelines; maintains an awareness of new technologies, software programs, trends, and advances in the profession; reads professional literature; attends workshops and training sessions as appropriate.

## **ADDITIONAL FUNCTIONS**

Provides assistance to other employees or departments as needed.

Performs other related duties as required.

## **MINIMUM QUALIFICATIONS**

Vocational/Technical degree with training emphasis in information systems or computer operations; supplemented by one (1) year previous experience and/or training involving computer system operations, computer maintenance and repair, database management, voter registration, office administration, and customer service; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. Must possess and maintain a valid Tennessee driver's license.

## **PERFORMANCE APTITUDES**

**Data Utilization:** Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

**Human Interaction:** Requires the ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations.

**Equipment, Machinery, Tools, and Materials Utilization:** Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

**Verbal Aptitude:** Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.

**Mathematical Aptitude:** Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

**Functional Reasoning:** Requires the ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

**Situational Reasoning:** Requires the ability to exercise judgment, decisiveness and creativity in situations involving evaluation of information against measurable or verifiable criteria.

## **ADA COMPLIANCE/PHYSICAL DEMANDS ANALYSIS**

**Physical Ability:** Tasks require the ability to exert moderate, though not constant physical effort, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and crawling, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (20-50 pounds); may occasionally involve heavier objects and materials (100 - 300 pounds).

**Sensory Requirements:** Some tasks require the ability to perceive and discriminate depth and visual cues or signals. Some tasks require the ability to communicate orally.

**Environmental Factors:** Performance of essential functions may require exposure to adverse environmental conditions, such as machinery or electric currents.

**PHYSICAL DEMANDS ANALYSIS (election year)**

**1. STANDING AND WALKING**

**Tasks:** Filing, Training, set up early voting, voter registration

**Surface:** all

**Estimated Total Hours:** 14+/- **Maximum Continuous Time:** 4+/-

**2. SITTING**

**Tasks:** Registration, phone, clerical

**Estimated Total Hours:** 10+ **Maximum Continuous Time:** 4+/-

**3. LIFTING/CARRYING**

**Objects:** voting equipment, computer equipment, boxes, voting records

Weight	Hourly	Daily	Weekly	Monthly	Never
<10 lbs	X				
11-25 lbs	X				
26-50 lbs	X				
51-75 lbs		X			
76-100 lbs				X	
>100 lbs					X

**4. PUSHING/PULLING**

**Objects:** cart, voting storage tables, elections storage tubs

**Height of hands above floor during push:** 24-42 inches

**5. CLIMBING**

**Tasks:** storage of voting supplies at warehouse

**Device:** portable ladder

**Height:** 10 feet

**Frequency:** as needed

**6. BENDING/SQUATTING/KNEELING**

**Tasks:** filing, storage

**Frequency:** daily

**7. REACHING**

**Tasks:** phones, filing, printers, papers

**Hands Used:** RIGHT LEFT BOTH X

Distance	Direction	Frequency	Duration	Avg. Weight
0-20"	All	Daily		<10lbs
21-36"	All	Daily		<5lbs

\*Work in Warehouse could include weights up to 75lbs for some tasks

8. WORK CONDITIONS

Exposure to	Yes	No
Hot Temperatures	X	
Cold Temperatures	X	
Sudden Changes in Temperature	X	
Noise	X	
Fumes	X	
Cramped Quarters	X	
Cold Surfaces		X
Hot Surfaces		X
Sharp Edges	X	
Vibration		X
Fluorescent Lighting	X	
Computer Monitor Screen Glare	X	

Inside Building	<u>95</u> % of time
Outside	<u>5</u> % of time

9. OTHER JOB DEMANDS

Does Job Require	Yes	No
Crawling	X	
Jumping		X
Lying on Back		X
Lying on Stomach		X
Twisting	X	
Sweeping/Mopping	X	
General Cleaning	X	
Handling Trash	X	

10. HAND USE

Type of Use	Yes	No	Frequency
Keystrokes	X		Constantly
Grasp	X		Constantly
Fine Motor i.e: writing, twisting hands or wrist, etc	X		Constantly

PHYSICAL DEMANDS ANALYSIS (non-election year)

1. STANDING AND WALKING

Tasks: Voter registration drives, interaction with the public, filing, warehouse work, voting machine demo

Surface: Carpet, concrete, vinyl, ground

Estimated Total Hours: 7.5 Maximum Continuous Time: 1-3

2. SITTING

Tasks: Use of scissors, clerical, registration, computer operations

Estimated Total Hours: 7.5 Maximum Continuous Time: 1-3

**3. LIFTING/CARRYING**

**Objects:** boxes of voter registration, copy paper, mail trays, computers, printers, voting machines and related equipment

Weight	Hourly	Daily	Weekly	Monthly	Never
<10 lbs		X	X	X	
11-25 lbs		X	X	X	
26-50 lbs				X	
51-75 lbs				X	
76-100 lbs					X
>100 lbs					X

**4. PUSHING/PULLING**

**Objects:** Vacuum cleaner, filing drawers, carts, desk drawers  
**Height of hands above floor during push:** 50 inches +/-

**5. CLIMBING**

**Tasks:** storage of voting supplies at warehouse  
**Device:** portable ladder  
**Height:** 10 feet  
**Frequency:** as needed

**6. BENDING/SQUATTING/KNEELING**

**Tasks:** filing, storage  
**Frequency:** daily

**7. REACHING**

**Tasks:** Filing, phones, computers, printers, clerical  
**Hands Used:** RIGHT LEFT BOTH X

Distance	Direction	Frequency	Duration	Avg. Weight
0-20"	All	1-5 per min	7.5	<5lbs
21-36"	All	1-5 per min	7.5	<5lbs

\* Work in Warehouse could include weights up to 75lbs for some tasks

**8. WORK CONDITIONS**

Exposure to	Yes	No
Hot Temperatures		X
Cold Temperatures		X
Sudden Changes in Temperature		X
Noise		X
Fumes		X
Cramped Quarters		
Cold Surfaces	X	
Hot Surfaces		X
Sharp Edges		X
Vibration	X	
Fluorescent Lighting	X	
Computer Monitor Screen Glare	X	

Inside Building	97 % of time
Outside	3 % of time

**9. OTHER JOB DEMANDS**

Does Job Require	Yes	No
Crawling	X	
Jumping		X
Lying on Back		X
Lying on Stomach		X
Twisting	X	
Sweeping/Mopping	X	
General Cleaning	X	
Handling Trash	X	

**10. HAND USE**

Type of Use	Yes	No	Frequency
Keystrokes	X		Intermittently minutes/hourly
Grasp	X		Intermittently minutes/hourly
Fine Motor i.e: writing, twisting hands or wrist, etc	X		Intermittently minutes/hourly



Rutherford County, Tennessee, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. Signatures below indicate the receipt and review of this classification description by the employee assigned to the position and the immediate supervisor.

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Employee's Signature

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date