



## Washoe County Employee Resource Sharing Program

### Election Day Call Center

- Answering voter calls, dealing with voter questions
  - Must have supervisor approval
  - Must complete required training
  - Providing directions to closest polling location
  - Directing calls to specific Dept. areas – AB team, PW Hotline, Registrar
  - Verifying registration details for voters, including party affiliation
  - Verifying return of AB ballot
  - Providing voting hours
  - Dealing with voter complaints; directing specific voter complaints to appropriate Dept. area supervisor
  - Using Qscend to track incoming calls/complaints
- Time & Training Commitment
  - For Primary
    - Election Day, Tuesday June 9<sup>th</sup>
    - 6:00 am – 7:00 pm (training on election day from 6:00 am to 7:00 am)
  - For General
    - Election Day, Tuesday November 3<sup>rd</sup>
    - 6:00 am – 7:00 pm (training on election day from 6:00 am to 7:00 am)
- Compensation
  - 8 hours of personal leave time

