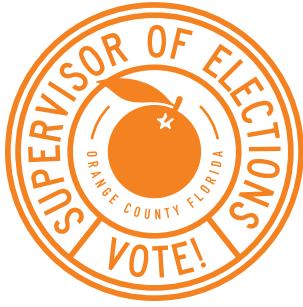




Voter Service Clerk 1 Position Description

July 2026

Division: Voter Services	Department: Voter Services
Classification: Non-Exempt	Location: Orlando, FL
	Pay Grade: 10

Position Summary

The Voter Service Clerk is responsible for the administrative processing of voter information into the voter registration system (Voter Focus) of the Orange County Supervisor of Elections (SOE) and the Florida Voter Registration System (FVRS). This position processes all records related to Florida voters' data, such as applications, registrations, petitions and Vote-by-Mail requests. In addition to voter information processing, this position is also responsible for providing front line customer support to the general public, officials, candidates, and other public agencies for the Orange County Supervisor of Elections (SOE).

All Voter Service Clerks report to the Voter Services Supervisor and may supervise other staff or temporary workers, if assigned to do so.

Skills And Qualifications

Required:

- High school diploma/possession of a GED certificate
- Minimum of one year of customer service experience in a position with regular public contact and data entry responsibilities
- Ability to enter a high volume of data into the system with accuracy and speed
- Knowledge of phone operations and professional phone etiquette and demeanor
- Ability to work extended workdays and weekends, with little or no advance notice
- Excellent communication skills with ability to exercise patience when addressing customer issues
- Strong organizational skills with attention to detail and accuracy
- Ability to work independently while following procedures and processes
- Valid driver's license and driving history that meets SOE driving standards – Successful completion of the Orange County Defensive Driving Course

Preferred:

- Proficiency with Microsoft Office products including experience with spreadsheets, database queries, word processing, and imaging software, with proven ability to learn new software programs
- Knowledge of applicable county, state, and federal laws, rules, and regulations pertaining to election operations
- Experience with the Florida Voter Registration Act and management of registration list maintenance programs
- Knowledge of Orange County and Municipalities located within

- Working knowledge of Voter Focus software
- Bilingual in English and Spanish

Position Functions and Duties

- Provide excellent customer service to the citizens of Orange County, either by phone, email, or in person.
- Assist visitors with voter actions including, but not limited to: registration, updates, cancellations, replacement of voter registration cards, early voting and Vote-by-Mail ballots.
- Work at SOE-sponsored voter registration drives and at least one municipal election.
- Date and time stamp all voter registration applications received from SOE drives, third party voter registration organizations or mandated registration sites.
- Perform routine data entry of information accurately, efficiently, and consistent with SOE quality standards.
- File mandated site forms; file and box monthly mail.
- Using the Florida Voter Registration system and SOE Voter Registration database, conduct queries and enter data into the system to maintain updated voter registrations.
- Continually develop and apply knowledge of Florida election laws pertaining to registration records, Vote-by-Mail voting, and petitions.
- Assist with special projects as directed by the Voter Services Supervisor.
- Perform all other duties as assigned.

Voter Service Clerk 1

- Possess general knowledge of FS. Chapter 97 Part 2
- Average typing speed of at least 43 wpm
- Processing application forms
 - In-County Applications
 - Out of County Applications
 - Federal Post Card Applications (FPCA)
- Skillful in Record Correspondence processes
- Skillful in Record Undeliverable Mail processes
- Secondary Suspense Queue processing
- Daily List Maintenance procedures (Rule 1S-2.041)
- Index Image processes
- Imaging
 - Mail Prep
 - Scan Document
 - Image Importer
 - OOC Application Mail out
- Basic Petition processing
- VBM requests & processing
- 3rd Party Applications (receive and prepare for pickup)
- Record Provisional Ballot Envelopes
- Affirmation processing
- Eligibility Match Queue processing

Voter Service Clerk 1/Imaging

- Primary Function Imaging as described above
- Process all functions as described in Voter Service Clerk 1
- May supervise temps in imaging area

Working Conditions

The majority of the work is performed indoors in an air-conditioned office seated at a desk facing a computer screen. Occasionally there may be work indoors and outdoors at polling locations, voter registration sites and community venues. Requires frequent contact with business professionals, members of the public, and co-workers.

At peak times during elections cycles, this position will require long periods of standing, walking and some lifting.

This position requires full-time hours Monday through Friday, in addition to frequent extended workdays and weekend work due to community events. During election periods, extended workdays and weekend work are frequent, sometimes with little or no advanced notice.

Special Equipment

Must possess working knowledge of office machines, equipment, and tools including, but not limited to: Multi-line phone system, computer, laptops, tablets, scanner, imaging systems, election tabulators, ePoll tablets, printer, facsimile machine, copier, calculator, and company vehicles.

Physical And Mental Demands

Requirements and Frequency		
Occasional Demands (1-33%)	Frequent Demands (34-66%)	Constant Demands (67-100%)
Reaching	Grasping	Reading and Comprehending
Bending	Hand-Eye Coordination	Focus for Extending Periods
Lifting and/or Carrying (20 to 30 lbs.)	Standing	Sitting
Driving	Twisting	Repetitive Wrist Motion
Pushing	Lifting and/or Carrying (up to 20 lbs.)	Mental Alertness
Pulling	Walking	Hearing
Crouching		Visual Acuity
		Decision-Making
		Oral Communication