



Customer Service Specialist

Position Description

December 2025

| | |
|--|---------------------------------------|
| Division: Election Administration | Department: Customer Relations |
| Classification: Non-Exempt | Location: Orlando, FL |
| Application Deadline: Open Until Filled | |

Position Summary

The Customer Service Specialist provides front-line customer support to the general public, officials, candidates, and other public agencies for the Orange County Supervisor of Elections (SOE). The Customer Service Specialist processes voter information into the voter registration system (Voter Focus) of the Orange County Supervisor of Elections (SOE) and the Florida Voter Registration System (FVRS), by editing Florida voters' data, such as applications, registrations, petitions, and Vote-by-Mail requests. The Customer Service Specialist may also participate in scheduled outreach events. Work may be conducted at the main SOE office or at an SOE satellite location in the county.

The Customer Service Specialist reports to the Voter Services Manager and does not supervise any staff or temporary workers.

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 hours during 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.
- Thorough knowledge of SOE operations in order to direct calls appropriately.
- Prior experience in a customer service role with direct customer interaction.
- Prior experience working for SOE.

Position Functions And Duties

Customer Service I

- Provide excellent customer service to the citizens of Orange County, either by phone, email or in person at the SOE main office or a satellite office.
- 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.
- Using the Florida Voter Registration System (FVRS) and SOE Voter Registration (Voter Focus) database, conduct queries and enter data into the system to maintain updated voter registrations.
- Understand the registration record maintenance activity, ineligibility determinations, and relay it to voters.
- Perform routine data entry of information accurately, efficiently, and consistent with SOE quality standards.
- Continually develop and apply knowledge of Florida election laws pertaining to registration records, Vote-by-Mail voting, and petitions.
- Assist 3rd Party Voter Registration Organizations with the voter registration application process.
- Notify Division of Elections of 3rd Party Voter Registration Organization activities.
- Work at least one municipal election as assigned by the Director of Customer Relations and Voter Services.
- Assist with special projects assigned by the Director of Customer Relations and Voter Services.
- Support staff at scheduled outreach events and community events, promoting and educating members of the public regarding all aspects of voting.
- Process/audit voter registration applications entered into the FVRS database for accuracy and ensure voters are not duplicated in system.
- Process/audit Vote by Mail requests and signature verification of ballots and petitions.
- Process daily address list maintenance programs according to Florida Election Law.
- Secondary Suspense Queue Eligibility processing.
- Index Image processes, including mail prep, batching, and scanning.
- Perform all other duties as assigned.

Customer Service II

- Master duties of Customer Services Specialist I.
- Average typing speeds are between 44 and 59 wpm.
- Primary Suspense Queue Eligibility processing.

- Manage eligibility maintenance of voter records to verify eligibility and ensure compliance with F.S. 98.075 and ensure voters are removed once verified.
- Prepare documentation to decide if the information is credible and reliable, valid, or invalid case files, and provide final outcome of eligibility status.
- Conduct comprehensive confidential felon and/or mental incompetency investigations by comparing and analyzing information across multiple resources and interpreting criminal justice information to determine voter eligibility.
- Interact with external agencies on eligibility files by identifying and requesting for further analysis additional information from Clerks of Courts, Florida Department of Law Enforcement, Florida Department of Corrections (DOC), Florida Department of Highway Safety and Motor Vehicles (DHSMV), and other resources.
- Review Eligibility Processing for accuracy.
- Petition collection (Petition receipt).
- Assist with Early Voting at SOE as necessary.
- Assist Voter Services Manager and Director of Customer Relations and Voter Services with FVRS Quality Control research.

Working Conditions

The majority of the work is performed indoors in an air-conditioned office seated at a desk facing a computer screen. However, due to outreach events, you may be working outdoors at voter registration sites and community venues, and indoors and outdoors at polling locations. 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 lifting.

This position requires full-time hours Monday through Friday, in addition to after-hours workday and weekend work. 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 |
| Pushing | Twisting | Repetitive Wrist Motion |
| Pulling | Lifting and/or Carrying (up to 20 lbs.) | Mental Alertness |
| Crouching | Walking | Hearing |
| | | Visual Acuity |
| | | Decision-Making |
| | | Oral Communication |
| | | Driving |

DISCLAIMER

This is a general overview of this position. The Orange County Supervisor of Elections reserves the right to change, alter, or void all or any part of this position overview at any time, with or without notice.

AT WILL STATEMENT

Employment at the Orange County Supervisor of Elections Office is "at-will." The employee or employer may terminate it at any time, with or without cause. It is not guaranteed, contracted, or promised for any length of time. No person other than the Orange County Supervisor of Elections has the authority to alter your employment's at-will status or enter into any employment contract with you. The Orange County Supervisor of Elections reserves the right to change, amend, or revoke pay rates, terms and conditions of your employment, and job offers at any time.

HOW TO APPLY

Email applications to: recruiter@ocfelections.gov

Mail application to: Orange County Supervisor of Elections
Attention: Human Resources
PO Box 562001
Orlando, FL 32856