



JOB ANNOUNCEMENT

Civic Engagement Hotline Operator Entry Level | Part-time / Temporary | Los Angeles, CA September 16, 2019 through September 27, 2019

THE ORGANIZATION

The National Association of Latino Elected and Appointed Officials (NALEO) Educational Fund was established in 1981 to promote the full participation of Latinos in the American political process, from citizenship to public service. NALEO Educational Fund achieves its mission through integrated strategies that include increasing the effectiveness of Latino policymakers, mobilizing the Latino community to engage in civic life and promoting policies that advance Latino political engagement.

Founded in 1981 by the late Congressman Edward R. Roybal, NALEO Educational Fund is a 501(c)3 non-profit organization governed by a 15-member Board of Directors and a 35-member Board of Advisors. Headquartered in Los Angeles, the NALEO Educational Fund maintains offices in Houston, New York City, Orlando, Phoenix and Washington, D.C. It employs about 62 full-time staff with an annual budget of \$10.5 million, and offers a competitive benefits package that includes generous vacation, sick leave, medical, dental, vision, life insurance and retirement coverage.

THE POSITION

The Civic Engagement Hotline Operator will assist in the implementation and support of numerous projects related to national phone bank operations and administrative support to the organization. The Civic Engagement Hotline Operator will be trained by full-time NALEO Educational Fund staff in general hotline operations involving the Civic Engagement campaigns of the organization. Civic Engagement Hotline Operators will report to the National Call Center Supervisor of Civic Engagement Programs. This is a nonexempt, part-time temporary position at an hourly rate of \$15.00. Hours will be scheduled between 8:00 am to 5:00 pm PT, Monday through Friday. Additional hours may be required during high-peak events on weekdays and weekends. Positions are currently available in Los Angeles, CA; Houston, TX, and NY from Monday, September 16, 2019 through Friday, September 27, 2019.

ESSENTIAL FUNCTIONS

- Perform day-to-day telephone operations consisting of answering calls, returning calls, documenting calls, and assisting individuals and partners with basic non-legal information and local referrals pertaining to Citizenship, Voter Engagement, and Administrative Relief;
- Provide website and online resource updates, including but not limited to the election

- calendar, link functionality testing, and collection of news stories;
- Assist with selected research projects and other duties as assigned;
- Provide thorough and meticulous input of data;
- Serve occasionally as NALEO Educational Fund front desk reception relief
- Prepare event logistics and assist on-site at Naturalization workshops and other events as requested;
- Adhere to attendance and punctuality standards of the organization;
- Travel as needed – locally and nationally.

QUALIFICATIONS – KNOWLEDGE, SKILLS AND ABILITIES

- Excellent verbal communication skills, including the ability to interact effectively with colleagues and the general public
- Must be fully fluent and bilingual in Spanish and English
- Must be able to multi-task, possess good writing, strong attention to detail & problem-solving skills
- Possess strong communication and interpersonal skills on the telephone and in-person
- Experience working in an office or business setting
- Experience with navigating a variety of online sources and internet sites
- Knowledge of Microsoft Office programs and proficiency in basic computing activities such as typing and internet research. Familiarity with using Skype chat feature also required
- High School graduate preferred
- Comfortable working in a fast-paced, project-driven work environment
- Self-motivated, with ability to work effectively in both independent and collaborative work situations
- If a driver, must have a valid driver's license with proof of automobile insurance coverage
- Ability to work respectfully with people from all cultural and socioeconomic backgrounds
- Supportive of the mission and the philosophy of the NALEO Educational Fund.

PHYSICAL AND MENTAL ASPECTS OF THE POSITION

Certain physical and mental aspects of performing the essential functions of the position include the following:

- Ability to detect, discern, recognize, and perceive auditory and visual information within normal ranges;
- Dexterity to read, write, type, operate office equipment such as a computer, printer, telephone, calculator, copier, fax machine, pencils, pens, and stapler;
- Ability to remain in a stationary position for long periods of time.
- Ability to lift and carry up to 25 pounds.

Once hired, employees requiring reasonable accommodations to perform the essential functions of the position should contact Human Resources to engage in the interactive process to determine reasonable accommodations, if any.

DISCLAIMER

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

PLEASE SEND COVER LETTER AND RÉSUMÉ TO:

**Lillian RoCa Meza, National Call Center Supervisor
Civic Engagement Department**

NALEO Educational Fund
1122 W. Washington Blvd., 3rd Floor
Los Angeles, CA 90015

Tel: (213) 747-7606 ext. 145 | **Fax:** (213) 747-7664 | **E-Mail:** lmeza@naleo.org

NALEO Educational Fund is an equal opportunity employer. Applications are evaluated on the basis of job qualifications and not race, sex, color, disability, national origin, religion, creed, age, marital status, sexual orientation, gender expression, gender identity, citizenship or authorized alien status, or veteran status, or any other basis protected by law.