

Welcome!

Here is some brief information about what we do!

Our team focuses on recruiting, hiring, training, and assigning Election Officers (EOs) to the 243 precincts in Fairfax County. On election day, each precinct has a team of election officers led by a Chief and Assistant Chief, who are experienced Election Officers. Our team is currently working on onboarding new officers, hiring new officers, assigning officers, filling in cancellations, and training new and returning officers.

The next few weeks we will be getting a lot of calls from officers about their assignments and the trainings they must complete online. All new officers must complete the New Election Officer training. Some returning officers whose 'Two-Year-Training' has expired will also have to complete this. All other returning officers will complete a Changes in Virginia Laws training. Those with specialty positions will complete additional trainings in October.

Many officers have already received their assignment, indicating what precinct they will work in and in what capacity. Officers can accept/decline these assignments by logging into their portal or by calling the office.

Below you will find some instructions for handling common situations that arise with officers. If you ever have any questions, feel free to ask!

Phones

1. Taking Calls

- a. No need to select a line, just pick up the phone as one usually would

2. Putting Caller on Hold

- a. Press the "HOLD" button to put someone on the line on hold. The symbol next to the corresponding line will change to an underlined 'U' (resembling a phone on its side) on the screen.
- b. Anyone in our area can now pick up that call, just be sure to tell the staff member what line they are on!
- c. To take a caller off of hold, select the line by hitting the appropriate button next to the phone screen

3. Transferring Calls

- a. When you have someone on the line, press the 'TRANSFER' button
- b. Type the 7-digit number of the person you want to transfer the call to (this will generally be 324-XXXX (four-digit extension) or 100-9539 for the front desk
- c. The call will not be transferred until you hang up, so you can speak to the other staff member briefly before passing along the caller
- d. If you need to get the caller back and wish to cancel the transfer, press the 'DROP' button (this may be useful if you try to transfer, find out that the staff member isn't at their desk, and need to get the caller back to tell them you will instead take a message or will forward them to the staff member's voicemail)

4. Making Outgoing Calls

- a. To make local calls dial 9, then the 10-digit number
- b. To make long distance calls dial 9-1, the 10-digit number, then 90-123
- c. To make a call to someone in the building dial their 7-digit number (e.g. 324-4861)

5. Commonly Used Numbers/Emails

- a. Our Group Number/Call-Back Number for EOs: 703-324-4735
- b. General Registrar/Usually for voters with questions: 703-222-0776
- c. Election Officer Training Email: ElectionOfficerTraining@fairfaxcounty.gov
- d. For current Election Officers: ElectionOfficers@fairfaxcounty.gov
- e. Election Officer Applicants: Elect@fairfaxcounty.gov
- f. General Voting Questions: voting@fairfaxcounty.gov
- g. Absentee Voting: AbsenteeVoting@fairfaxcounty.gov

FAQs From Callers

1. Absentee Voting

- a. When/Where?
 - i. Fairfax County Government Center; Monday-Friday 8am-4:30pm, more locations around the county will open October 14th, direct to <https://www.fairfaxcounty.gov/elections/early-voting>
- b. Do I need a witness on my absentee ballot?
 - i. No. Wording on ballot: "You may disregard the witness signature line on the absentee ballot "B" envelope if you believe you may not safely have a witness present while completing your ballot"
- c. Did you get my ballot? Did I request it? Am I registered?
 - i. Transfer to 100-9539 or direct to <http://vote.elections.virginia.gov/>

2. Where is the training quiz?

- a. Bottom right corner of the screen under the training tab of your portal (vote4fairfax.com)

The screenshot shows the 'Election Officer Portal' for Fairfax County. The 'TRAINING' tab is selected. A red arrow points to the 'Currently offered classes' table, which lists the 'New Election Officers' class. Below this, a message states: 'Training classes you are currently enrolled in are listed below. Click "Sign up for training" to see additional classes, including optional workshops.' The 'My classroom training assignments' section is empty. The 'Online training classes you are currently enrolled in are listed below.' section shows a table with one entry: 'New Election Officers' (Standard, 09/30/2020 12 AM, Approved, Not Completed). In the 'Action' column of this table, the 'Take Quiz' link is circled in red, with another red arrow pointing to it from the right.

Class Name	Description	Enrolled?	Attended?
New Election Officers	Election Officer certification class (for new OR experienced election officers). Must take once each appointment term (generally every 2 years).	Yes Online Course - Section 1	No

Training classes you are currently enrolled in are listed below. Click "Sign up for training" to see additional classes, including optional workshops.

My classroom training assignments

Class Name	Class Type	Class Date / Time	Class Location	Room #	Address	App ?	Status ?	Attended?	Action
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Online training classes you are currently enrolled in are listed below.

My online training assignments

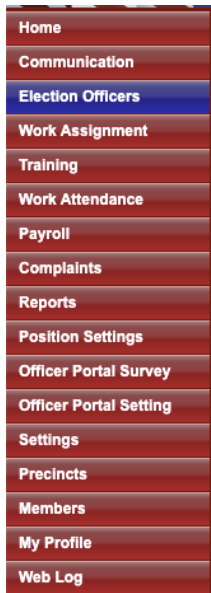
Class Name	Class Type	Completion Date	Your Score	App ?	Completed	Action
New Election Officers	Standard	09/30/2020 12 AM		Approved	No	Take Quiz Withdraw

3. What about the training slides?

- a. <https://training.electionofficers.com/> (No log in needed!)

PollChief

1. General Road Map



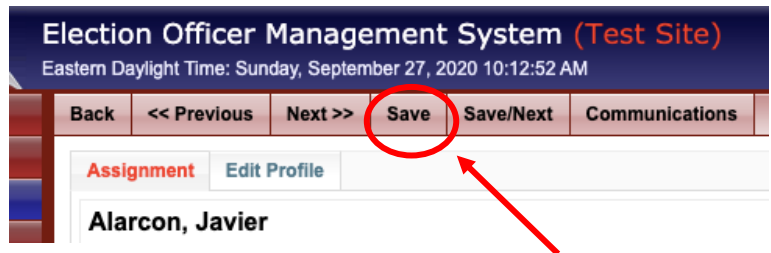
You will find this on the left-hand-side of the screen. Individual profiles can be found under the “Election Officers” tab

You will find this on the right-hand-side of an individual profile. If an Election Officer calls, make a quick note in the PRIVATE notes with the date and your initials (e.g. 9/27: called to confirm assignment -ase)

The Election Panel for a 2020 Test Election. It features a title bar "Election Panel" and a main heading "2020 Test Election". Below this is a section for "Notes, Private:" containing a text area with the entry "9/27: this is where I briefly put what happened today with this EO -ase". At the bottom, there is a section for "Availability:".A form for assignment details. It includes fields for "Assigned Position:" (with a "By Map" link and a dropdown menu showing "0"), "Assigned Precinct #" (with a text input showing "707" and a search icon), "Assigned Precinct Name:", "Assigned Building Name:", "Assignment Made Date:" (showing "5/3/2018"), "Assignment Accepted/Declined:" (with checkboxes for "Accepted" and "Declined", where "Accepted" is checked), "Note TO Officer, Assignment:" (with a text area), "Note FROM officer, assignment:" (with a text area), "Assigned Shift Date:" (showing "12/31/2020"), and "Assigned Shift Time:" (showing "06:00 AM - 11:00 PM").

You will find this below the Private Notes and Availability Box. This is where you would see an EO’s assignment. This person is assigned as a regular officer at 707 and has accepted their assignment.

Always save before leaving the page!



2. Confirming an Assignment

- When an officer calls to confirm an assignment, you should add a private note and check the “accepted” box in the assignment section on the right-hand side of the screen

3. Cancelling an Assignment/No Longer Available

- Make a private note. The officer should indicate if they are rejecting the specific assignment (e.g. too far) or if they are no longer available. If not sure, ask!
- If they are no longer available, check the “No” box under the availability section (located below the private notes)
- Next, check to see if the officer has an assignment. If they are not currently assigned to a precinct, simply complete steps a and b and save!
- If the officer does have an assignment, like the officer assigned to 707, you will need to cancel their assignment in addition to making the private note and changing their availability (if applicable)
- Go to the “work assignment” tab
- Search for the officer using the search fields on the right-hand side of the screen
- Check the box next to the appropriate officer to select them and click on “cancel”

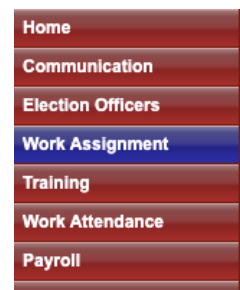
Availability

Available: ☐ Yes ☒ No

Note FROM Officer, Availability:

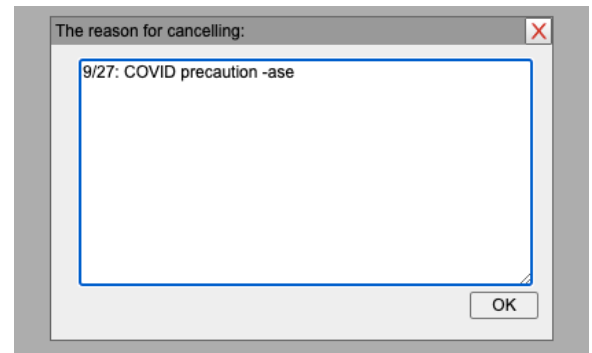
Availability Updated Date :

Availability Updated From/To:



Assigned (1)		Assignment Needs (53)		Absentee Voting Assignment Needs (20)		Cancelled Assigned List (0)	
☐	Name	Party	Assigned Position	Assigned Precinct or Route	Home Precinct	Date Assigned	Action
☒	Yang, Chen	D	A	101	203 FLORIS	09/24/2020	Edit
All A B C D E F G H I J K L M N O P Q R S T U V W X Y Z							
Remove		Cancel	Complaint	Communications	Export Work Bar Code	Register for Training	Send Out Account
Not Availability		Se	All To Work Attendance				

- h. Once you hit cancel, you will see this pop-up. This is where you explain why the officer is cancelling (can often be the same as your text in Private Notes)
- i. Click 'OK.' You will see a green banner that verifies that the assignment has been cancelled, and the officer's record will disappear from the screen



NOTE: If you have time and are able, it can be helpful to let the assignor know about the cancellation. We usually don't worry about this for regular officers, but if a Chief, Assistant Chief, or Non-Routine Specialist cancels, let Gillie know. If a Spanish Language Officer (OB-SP) cancels, let Alina know. For all other language officers (OB-__) let Jinny know.

4. Commonly Used Abbreviations

- a. VM: voicemail
- b. PC: phone call
- c. EM: email
- d. NA: Not available (referring to an officer's availability)
- e. PCT: Precinct
- f. 2YT: Two-Year-Training
- g. EO: Election Officer
- h. OB: Language Officer
- i. C: Chief
- j. AC: Assistant Chief
- k. NRS: Non-Routine Specialist