Failure to Perform Duties

As stated previously, the duties of a Volunteer Deputy Registrar carry a high level of responsibility. Voting is a freedom that must be protected.

Registering voters places you on the forefront of encouraging eligible United States citizens to participate in the election process by voting.

The Texas Election Code provides that unintentional failure to deliver a completed application is a Class C misdemeanor. Intentional failure to deliver a completed application is a Class A misdemeanor. Acting as a Volunteer Deputy Registrar without an official appointment is a Class C misdemeanor.

10 Commandments of Customer Service

The GCTO team is focused on serving its customers with enthusiasm and excellence. Our philosophy:

I. The customer is never an interruption to our work—the customer IS our work
II. Brighten every customer’s day, greet everyone with a smile
III. Whenever possible, acknowledge customers by name
IV. Project professionalism, courtesy, and dignity to everyone
V. State things in a positive way
VI. NEVER argue with a customer
VII. Always go the extra mile to provide assistance
VIII. Never say, “I don’t know what to do” without saying, “but I would be more than happy to find out.”
IX. Never blame someone else
X. Never forget that the customer pays our salary

Other Methods of Registration

Voter registration applications are available at every Galveston County Tax Office, the Office of County Clerk and at all Texas Department of Public Safety (DPS) offices.

Applications will be mailed upon request and are also available online at our website (www.galcotax.com) or the Secretary of State (SOS) website.

Helpful Resources

SOS: www.sos.state.tx.us
Telephone: (512) 463-650
Elections: www.votexas.gov
Telephone: 1-800-252-8683
Email: elections@sos.state.tx.us
Texas Constitution & Statutes: www.statutes.legis.state.tx.us

For additional information, contact:

Voter Registration Department
Galveston County Tax Office
722 Moody
Galveston, Texas 77550
1-409-766-2280
1-888-976-2280 (toll free)
Email: galcotax@co.galveston.tx.us

Volunteer Deputy Registrars are partners with County Voter Registrars, assisting citizens in registering to vote and educating them on the importance of voting.

A high level of ethical conduct is required to be a Volunteer Deputy Registrar as you are responsible for protecting applicants’ right to vote.
Inform the applicant that he or she is eligible to vote on the 30th day after being registered. This waiting period starts when you receive the completed application. Inform the applicant that he or she will receive a voter registration certificate by mail during this period. If one is not received, the applicant should contact the Voter Registration Department.

Inform the applicant that he or she is entitled to vote in any election held within the boundaries of their residence (city, county, school district, utility district, state, etc.) and to be on the lookout for their voter registration certificate.

Applications received after an election deadline may take up to six weeks to process in order to ensure only qualified voters are included on the voter roll during elections.

Delivery of Applications

You may not:

- Disclose information obtained from applicants or use such information for business purposes
- Deputize another person to assist you in performing your duties
- Accept compensation for registering voters

Helpful Suggestions

Be courteous. Become familiar with the contents of a voter registration form. You may assist residents in completing the application before it is signed but please do not supply answers for them.

If an applicant is unable to sign his or her name, have them make a mark on the signature line and print their name beside the mark. Also, the husband, wife, father, mother, son or daughter of a person entitled to register may act as an agent in applying, signing, and receiving the registration application, without written authorization. Anyone willfully acting as agent or representing themselves as such wrongfully, is guilty of a misdemeanor.