

## **Job overview**

For each provincial electoral district, the Chief Electoral Officer (CEO) appoints a District Electoral Officer (DEO) and Deputy District Electoral Officer (DDEO). These officials work in their electoral district as a team to conduct provincial elections and by-elections, provincial plebiscites and referenda, and initiative votes. They ensure that the provisions of the *Election Act* and other relevant statutes are observed.

- **As representatives of the CEO and Elections BC (EBC) in their local community**, the DEO and DDEO play a critical role in ensuring voters experience a fair and accessible electoral process, and that candidates have the tools and information they need to stand for election. They ensure appropriate counting of votes and declare election outcomes. In delivering EBC's mandate, they are role models of EBC's values, ethics, and behaviours.
- **As public officials**, they are appointed because they are the individuals most qualified and suitable to represent the CEO. They demonstrate impartiality in delivering the requirements of the electoral district they are appointed to serve. DEOs and DDEOs are and must be perceived by the public as completely non-partisan.
- **As working managers and team leaders** responsible for ensuring the integrity and effective administration of the electoral process, the expectations of DEOs and DDEOs are extremely demanding during an electoral event. They must plan, organize, implement, and monitor all electoral event activities, including hiring and training hundreds of election officials and establishing a variety of voting opportunities. The complexity of the provincial electoral model requires expert understanding of legislated provisions and superior managerial skills to ensure successful execution.
- **As members of EBC's electoral operations team**, the DEO and DDEO work closely with headquarters (HQ) staff, reporting through EBC's operational managers to the Deputy Chief Electoral Officer (Electoral Operations), to ensure that key task assignments and deadlines are met in the preparation for and delivery of an electoral event. Effective communication, collaboration and teamwork are necessary to ensure achievement of electoral event accountabilities.

EBC provides centralized training, documentation, supplies, and support to DEOs and DDEOs. However, DEOs and DDEOs are ultimately accountable for delivery of a successful electoral event. The statutes and guidelines that govern the electoral process are prescriptive. They dictate many complex processes and responsibilities that must be followed with little or no room for variance. To ensure consistency in event delivery across the province, DEOs and DDEOs receive specific instructions from EBC on how to administer the relevant statutes, and must both understand and apply those instructions strictly and consistently. In addition, as local leaders, DEOs must make important decisions and autonomously resolve a myriad of problems that can arise over the course of an electoral event, based on local circumstances, conditions, and considerations.

## **Working conditions**

Prior to an electoral event, DEOs and DDEOs must be available to participate in a variety of preparatory activities from their home office. On a part-time basis, they attend training and work on special projects to prepare themselves and their electoral district for electoral event delivery. During

an electoral event period, they establish and staff a temporary office, and work more than full-time hours to meet legislated deadlines for event delivery.

### **The District Electoral Officer (DEO)**

The DEO is the manager accountable for delivering an electoral event in their assigned electoral district. As the senior election official in their district, the DEO ensures legal compliance, administrative effectiveness, and impartiality. DEOs are accountable for the following:

- 1. Acquiring and maintaining the knowledge, skills, and abilities required to effectively perform their duties:**
  - acquiring and maintaining geographic and demographic knowledge of their assigned electoral district
  - completing training courses and assignments provided by EBC
  - developing expert procedural knowledge of relevant legislation, policy, and procedures
- 2. Being an effective and non-partisan representative of EBC.**
- 3. Ensuring the privacy and confidentiality of all sensitive and confidential materials in their care.**
- 4. Overseeing voter registration and enumeration in their electoral district:**
  - acting as Deputy District Registrar of Voters, and administering voter registration in their electoral district
  - managing the enumeration of specific populations within their electoral district
  - providing information to stakeholders on voter registration methods and opportunities
  - completing and submitting voter registration documentation to EBC headquarters for voters list updates and maintenance
- 5. Administering electoral events within the electoral district:**
  - providing input to the effective division of the electoral district into voting areas
  - selecting and negotiating the rental of office space and voting places
  - recruiting, selecting and appointing sufficient election officials for each voting opportunity
  - training election officials in the conduct of their duties
  - printing and distributing the voters list
  - managing the nomination of candidates in compliance with statutory requirements
  - printing and distributing ballots
  - ensuring all legislated voting opportunities are provided, and overseeing the voting process at all voting opportunities in the electoral district
  - reporting an initial compilation of votes cast and making this information available to the media on voting night
  - carrying out the final addition of votes, and certifying the results
  - attending a judicial recount, as necessary

- 6. Managing and controlling the financial, operational, and human resources required for the administrative conduct of electoral events:**
  - developing and monitoring an electoral event budget for the electoral district that covers all event-related expenses
  - locating and renting office space, furniture and equipment for the district electoral office(s)
  - recruiting, selecting, assigning, orienting and training office staff
  - managing the distribution of supplies within the electoral district so that all necessary supplies are delivered to election officials in sufficient time for their use
  - managing the performance of office staff and election officials
  - authorizing payments to election officials, office staff and other vendors
  - closing the office and returning all supplies to EBC headquarters
  - maintaining appropriate records
  - ensuring effective financial control
  
- 7. Communicating information to voters, candidates, political parties, the media, EBC, and other stakeholders in the electoral process:**
  - acting as a subject matter expert and providing information as a representative of the CEO
  - completing, printing, and distributing certain public notices required by statute or the CEO
  - being available at all reasonable times during the election to provide information and assistance to stakeholders
  - keeping in contact and providing reports to EBC headquarters
  
- 8. Carrying out related managerial and administrative duties in accordance with general or specific instructions issued by EBC.**
  
- 9. Contributing to the improvement of the electoral process:**
  - participating in event post-mortems
  - seeking and recommending procedural improvements that will increase the efficiency of the electoral process

**The Deputy District Electoral Officer (DDEO)**

The DDEO is appointed by the CEO to assist the DEO. If a DEO is absent or unable to act, or if the office is vacant, the DDEO must perform the duties and assumes all responsibilities of the DEO. DDEOs must ensure that they are prepared to act as DEO, if necessary.

These two officials work as a team. Though the DEO is ultimately accountable, success depends on strong DEO and DDEO teamwork. The DEO will delegate many tasks to the DDEO to oversee. As back-up for the DEO, the DDEO is directly involved in the planning, organization, implementation, and monitoring of all election activities. The extent to which the DDEO is involved and their assigned tasks or projects depend largely on the working relationship in the team and, to a lesser extent, the skills and abilities of the DDEO. EBC makes an effort to create DEO and DDEO teams with complementary backgrounds, strengths, and working styles.

Some electoral districts may have more than one electoral district office. The CEO may appoint a second DDEO to assist the DEO, and the second DDEO may independently manage one of the district electoral offices.

DDEOs are accountable for the following:

- 1. Acquiring and maintaining the knowledge, skills, and abilities required to effectively perform their duties:**
  - acquiring and maintaining geographic and demographic knowledge of their assigned electoral district
  - completing training courses and assignments provided by EBC
  - developing expert procedural knowledge of relevant legislation, policy, and procedures
- 2. Being an effective and non-partisan representative of EBC.**
- 3. Ensuring the privacy and confidentiality of all sensitive and confidential materials in their care.**
- 4. Supporting the provision of voter registration services and projects; the administration of electoral events; and the management of financial, operational, and human resources within the electoral district.**
- 5. Carrying out related managerial and administrative duties in accordance with general or specific instructions issued by the DEO or EBC.**
- 6. Contributing to the improvement of the electoral process by:**
  - participating in event post-mortems
  - seeking and recommending procedural improvements that will increase the efficiency of the electoral process

### DEO and DDEO qualifications

Individuals appointed as DEOs and DDEOs will bring different career backgrounds to the field of electoral administration. The varied duties of the roles require the use of a wide range of modern management techniques: financial planning; materiel, human and financial resources management; contract negotiation; public and media relations; and office automation, to name a few. To qualify for appointment, the DEO and DDEO must demonstrate management-level competency in these areas. In addition, the volume and complexity of work and tight deadlines in an electoral event require that DEOs and DDEOs work effectively under pressure, be available to work long hours, demonstrate energy and stamina, and maintain a positive attitude under stress.

### Education and experience

- recent, related management-level experience leading time-sensitive events and/or projects
- Related experience must include workforce acquisition and management, financial and asset management, and office administration, with a focus on delivering programs and/or services to clients, preferably in a public-sector environment. Experience gained through paid or unpaid work will be considered.
- demonstrated experience and proficiency using a variety of modern office computer software, including web browsers and Microsoft Office suite (or equivalent software), and mobile technologies
- Previous experience working in electoral events (federal, municipal and or provincial) is an asset.
- Post-secondary education is an asset. DEOs and DDEOs must demonstrate competencies normally acquired through post-secondary education (i.e. college-level oral and written communication skills, logical reasoning and judgment, time-management, etc.)

### Knowledge, skills, and abilities

- broad understanding of the demographics and geography of B.C., and excellent knowledge of their assigned electoral district
- proficiency in the English language to be able to communicate effectively in writing and verbally with individuals from diverse backgrounds, and make public presentations; proficiency in other languages is an asset.
- technical proficiency to use computer equipment, systems, and software provided by Elections BC to conduct day-to-day business, and to ensure appropriate technology training for and use by office staff and election officials
- willingness and ability to develop and maintain a detailed and current understanding of complex electoral legislation and procedures
- excellent attention to detail and the ability to demonstrate the utmost respect for all provisions of electoral and related legislation by strictly following all instructions of the CEO
- effective financial management skills and ability to use spreadsheet applications to monitor and administer the electoral district budget, contracts, payroll and accounts. DEOs and DDEOs must demonstrate the ability to manage public funds appropriately and ethically.
- exemplary organizational and project management skills to manage the human, financial, and material resources to achieve expected results

- strong human resource management skills to build a staffing plan and effectively recruit, hire, train, and manage a team of staff and hundreds of election officials. DEOs and DDEOs must be able to demonstrate values-based practices in managing workplace relationships; maintain a positive workplace environment conducive to the health and safety of others; ensure a discrimination-free work environment; distribute workloads equitably; motivate and support staff in meeting performance expectations; take action to resolve conflicts, and understand and apply pertinent legislation and protocols that affect the management of human resources.
- tact and discretion in the handling of, and the ability to preserve the privacy and the confidentiality of personal or sensitive information
- flexibility in availability during the employment term as required for the holding of an electoral event, or any other assignment or training that may be required by the CEO
- willingness to travel in the electoral district and to the Lower Mainland and/or Victoria for training conferences. DEOs and DDEOs may be required to use a personal vehicle on an expense account basis.
- energy and stamina to withstand considerable mental and physical strain during an event period from working long hours, meeting strict deadlines, training staff, handling complaints, and travel.
- leadership, diplomacy and interpersonal relations skills to maintain positive and collaborative working relationships with stakeholders, including their DEO/DDEO, staff, local media, voters, candidates, candidate representatives, and staff of EBC. DEOs and DDEOs often deal with angry or hostile clients and must be able to effectively apply negotiation and customer service skills to resolve issues. They must possess basic media and public relations skills to speak on behalf of Elections BC as required.

#### Appointment restrictions

As members of a province-wide, non-partisan team, DEOs and DDEOs must model the impartial role of EBC in electoral administration. While they play a key role in the political process, they must abstain from all activities of a politically partisan nature, both during and outside event periods. In addition, the *Election Act* states that the following individuals must not be appointed, accept appointment, or act as a DEO or DDEO:

- a Member of the Legislative Assembly or Executive Council
- an individual who has served as a Member of the Legislative Assembly in the session immediately before the election, or in the session then being held, if the election takes place during a session of the Legislature
- a member of the House of Commons of Canada, the Senate of Canada or Privy Council of Canada
- a judge of the Court of Appeal, the Supreme Court or the Provincial Court
- a master, registrar, district registrar or deputy district registrar of the Supreme Court
- an individual who has been convicted of an offence under the *Election Act* or the *Recall and Initiative Act* within the period of 7 years immediately before the appointment
- an individual who is a candidate or a candidate representative

All DEOs and DDEOs must successfully complete the security screening requirements established for B.C. public servants (a criminal record check).

## Competencies

**Commitment to organizational results** is taking action to achieve challenging goals or high standards for the benefit of the organization. It is focusing on the desired outcomes; demonstrating personal commitment to the team, vision and goals; acting in accordance with EBC decisions and behaving with integrity. DEOs and DDEOs who demonstrate this competency thrive on exceeding both their own and others' expectations. This means:

- setting high standards of quality and leading others to meet or exceed those standards
- publicly voicing acceptance of organizational goals and placing emphasis on those tasks which are priorities for EBC
- looking for ways of working that will improve the performance and efficiency of your team
- foreseeing and acting on potential obstacles that may effect of achievement of goals
- striving to meet or beat project deadlines, and stay one step ahead
- demonstrating responsibility for the overall effectiveness your team

**Expertise and information-sharing** is the motivation to expand and apply detailed technical knowledge, as well as distribute that knowledge to others. DEOs and DDEOs must be experts on election management and administration. This strong knowledge base informs the decisions they make and how they delegate tasks to others. This means:

- investing time in learning the details of legislation, policies, and procedures to position yourself as an expert source
- proactively sharing what you know in your area of expertise with others to help them achieve business goals
- going beyond the basics when a question arises in an effort to help others to better understand your area of expertise
- helping others to gain insight and expertise so they are able to resolve technical problems on their own in the future
- ensuring your team has the training and resources to complete the assignments you give
- researching a problem or question using resources provided to you to find solutions

**Teamwork and collaboration** is the ability to work well independently and in a diverse team environment, and to foster teamwork by role-modelling the values and behaviour of collaboration, co-operation, empathy and respect for differences. This requires not just transferring adequate skills to complete tasks, but managing performance, coaching and mentoring others to achieve team and organizational goals. This means:

- ensuring team members have the information they need to do their jobs by keeping others informed and up-to-date
- encouraging the exchange of information and flow of ideas by soliciting and utilizing the skills, ideas, and opinions of team members
- giving instructions and training to enhance performance and increase job knowledge
- modeling teamwork and holding people accountable for being good team players
- supporting and encouraging team members by communicating to and about them in a positive manner that demonstrates respect for diversity
- facing challenges, which may be personally threatening to or difficult for you to manage, with a positive attitude

**Problem-solving and judgment** is the ability to analyze problems systematically; to use logical steps and critical thinking to arrive at decisions; to research and analyze information in making recommendations and decisions; to organize information, identify key factors and underlying

causes; to be decisive and to accept responsibility for the consequences of actions, and to judge when to act independently and when to refer matters to a higher-level of decision-making. This means:

- thinking through a problem and identifying causes and the chain of events that led to the problem before offering solutions
- acknowledging that there are many solutions to a given problem, and gathering, integrating and applying different ideas and approaches before making a decision
- anticipating problems before they happen
- when asking for help, offering solutions and ideas, not just expecting others to solve the problem for you
- imparting firmness and decisiveness in decision-making and when giving instructions

**Planning, organizing, and coordinating** is proactively planning, establishing priorities, and allocating resources. It involves monitoring and adjusting work to accomplish goals and deliver to the organization's mandate. This means:

- demonstrating effective priority-setting to achieve desired outcomes
- keeping records and documentation well-organized and up-to-date
- creating clear plans with goals and deadlines, and monitoring progress against those goals and deadlines
- managing your time by anticipating peak workloads, looking ahead for opportunities and problems, and putting aside time for planning
- communicating your expectations to others of their role within a project
- delegating decision-making and work functions to maximize team effectiveness
- effectively deploying resources, including mid-course changes when necessary

**Leadership** involves an understanding of the organizational and workplace values, and a commitment to displaying those values through your actions. It is doing what is best for the organization, not what is easiest for you. This means:

- making decisions which support the team and EBC direction and are in line with EBC and your personal ethics
- actively promoting the mission and goals for the team as it relates to the strategic direction of EBC
- walking the talk by demonstrating the actions you expect from other team members
- communicating a team vision and working with the team to achieve the vision
- demonstrating personal commitment to the organization through your own actions and attitudes
- maintaining an even temper and objectivity, coping with emotional strain, and demonstrating persistence with unfamiliar roles or new tasks
- supporting the policies and processes of EBC with the staff and officials that you hire