



## Office Support

**Compensation rate: \$21.00/hr.**

There are a number of office support jobs in a district electoral office. Some jobs take responsibility for a particular task or project, such as supply management or reception. However, given the short-term nature of the job and the volume and variety of work to be completed, office support staff must be flexible. Duties can include basic data entry, answering enquiries, inventory management, scheduling training and voting administration.

Office support may be hired as “resource” staff whose responsibilities change during the course of the electoral event. Support staff can be deployed to different tasks throughout the term of their employment.

Typical duties and responsibilities may include:

- general administrative, clerical and office duties, filing, photocopying, faxing, etc.
- receiving inventory, unpacking and managing supplies
- receiving, sorting and delivering mail and phone messages
- responding to public inquiries
- supporting recruitment and training activities by contacting, scheduling, and responding to inquiries from job applicants
- overseeing reception and providing client service, such as arranging appointments and meetings
- using MS Office software to create documents, draft and edit correspondence, enter data into spreadsheets, proof reports, etc.
- creating and maintaining records in the Electoral Information System (EIS) database
- administering voting in the district electoral office (if appointed as an election official)
- assembling packages, kits and training material

Not all office staff will perform all the above duties. There are many possible ways of assigning work to be done, and duties may change over the course of the event. Office staff must be flexible and willing to help out where they are required. The Office Manager will assign duties to office support as needed.

Minimum qualifications for this role include:

- experience in a busy office environment dealing with the public. Education and/or training in business administration is a strong asset
- experience and skill using common office tools, equipment and software, including MS Office, in an office environment
- experience providing customer service in a high-volume environment
- ability to enter data accurately into computer applications
- ability to follow direction and work with limited supervision
- reliability, dependability and enthusiasm
- excellent organizational skills and keen attention to detail
- ability to maintain the confidentiality of personal or sensitive information
- ability to be a non-partisan representative of Elections BC