

Office Manager

Compensation rate: \$26.00/hr.

The Office Manager is responsible for the smooth and efficient administrative operations of the district electoral office. This role ensures the day-to-day operations of the office and supervises and guides the work of office support staff and enumerators.

Smaller offices may not require an Office Manager, as this role may be undertaken by the Deputy District Electoral Officer. However, in larger offices, this is a key support role to the District Electoral Officer and the Deputy.

Responsibilities and typical duties include:

- managing the set-up of the district electoral office
- implementing administrative processes to ensure effective completion of required tasks
- maintaining the flow of assigned tasks by monitoring work status and adjusting as necessary to ensure task completion
- ensuring that policies and procedures are followed
- managing and distributing office supplies and equipment used by field staff
- providing training to and guiding the work of office staff
- monitoring the processing of accounts, payroll, and personnel records using EBC-specific databases and software
- creating work schedules for office staff that meet legislated requirements, make the best use of staff time and minimize overtime
- performing quality assurance functions, reviewing and evaluating the work of staff
- liaising with Elections BC headquarters to resolve issues
- managing the closing-down of the district electoral office, including overseeing the packing and return of supplies

As the most senior support staff, the Office Manager must be familiar with general procedures for electoral event administration. They should be highly-skilled administrators and be comfortable using technology to perform administrative duties. This role reports directly to the District Electoral Officer and the Deputy.

Minimum qualifications for this role include:

- a combination of education, training and experience in business administration and experience managing a busy office and dealing with the public
- experience guiding the work of others in a direct supervisory or team lead role
- experience using common office tools, equipment and software, including MS Office, in an office environment
- ability to use computer applications to enter and verify data
- good record-keeping and organizational skills and keen attention to detail
- reliability, dependability and enthusiasm
- experience working with and the ability to maintain personal and confidential information and ensure the privacy of data in their possession
- strong communication and interpersonal skills to work effectively in a team environment
- ability to be a non-partisan representative of Elections BC



Recruitment Officer

Compensation rate: \$24.00/ hr.

The Recruitment Officer supports the effective and efficient hiring of election officials for the electoral district. Between 250 and 550 officials must be hired and trained in a four to six week time period. Therefore, the Recruitment Officer is a key resource to assist with this important activity. They will organize and maintain applicant and employee records, track and report on recruitment progress, and assist the District Electoral Officer and Deputy with making selection decisions.

Not all offices will require a Recruitment Officer, as this role may be undertaken by the District Electoral Officer or the Deputy, supported by Office Support staff.

Responsibilities and typical duties include:

- coordinating and supporting recruitment and selection activities for election officials, which may include contacting applicants, conducting interviews, scheduling training, maintaining a database of applicants and employees, and maintaining records related to the hiring process
- applying legislation, policies, and procedures and related documentation to the recruitment and selection process, such as job descriptions, application forms, existing recruitment pools, and appointment forms provided by Elections BC
- ensuring recruitment activities meet industry best practices, legislative requirements (including the *Employment Standards Act* and *BC Human Rights Code*), and Elections BC policies and procedures
- ensuring the accuracy of internal hiring documents, such as applicant databases, as well as those viewed publicly, such as advertisements
- researching and identifying alternative recruitment approaches, such as job fairs and staffing pools
- liaising with Elections BC headquarters to ensure effective and efficient hiring

The Recruitment Officer may act as a first point of contact for Elections BC staff and applicants on recruitment activities in their electoral district. They will be required to establish effective working relationships and maintain ongoing communication with internal staff and the public, and must therefore provide a high level of service in person, by telephone, and through written correspondence.

Minimum qualifications for this role include:

- experience in a busy office environment working with legislation, policy and procedures
- preference will be given to applicants with related work experience in recruitment and selection
- experience providing superior customer service
- experience using common office tools, equipment and software, including MS Office, in an office environment
- experience working with and the ability to maintain highly confidential information
- good record-keeping and organizational skills and keen attention to detail
- excellent verbal and written communication skills and interpersonal skills
- ability to coordinate and manage a heavy workload, and meet deadlines
- reliability, dependability and enthusiasm
- ability to be a non-partisan representative of Elections BC



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 at the District Electoral Officer’s discretion.

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 District Electoral Officer and the Deputy, perhaps with the assistance of an Office Manager, decide how duties are assigned.

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



Trainer

Compensation rate: \$26.00/hr.

The Trainer is responsible for planning, preparing for, coordinating and delivering face-to-face training to all election officials employed in the electoral district. This role ensures that all election officials have completed the online training for election officials, and that all officials receive the job-specific classroom training necessary to perform their duties.

Responsibilities and typical duties include:

- planning and coordinating the training of election officials by developing training schedules, arranging facilities, and scheduling attendees into training sessions
- ensuring applicants have completed the online portion of their training
- preparing for and delivering job-specific training to the various election official roles by following training plans developed by Elections BC
- ensuring all training content is delivered within the time allotted
- reviewing and assessing whether attendees have successfully completed the required training to confirm suitability for employment
- assisting with the recruitment and selection of election officials, as required
- delivering training according to the standard format required by Elections BC

As training is an important responsibility, this role reports directly to the District Electoral Officer and the Deputy.

Trainers must be highly-skilled facilitators who are comfortable with public speaking and delivering training in a standard format. They must be willing and able to acquire enough understanding of the general procedures for delivering electoral events and the duties of election officials in order to train a broad variety of individuals under tight timelines and answer specific questions.

Minimum qualifications for this role include:

- previous experience delivering training to/facilitating for adults in groups
- understanding of the principles of adult learning
- ability to follow and deliver standardized training within timelines
- reliability, dependability, and enthusiasm
- excellent organizational skills and keen attention to detail
- previous electoral event experience
- public speaking experience and skill
- experience working with and maintaining personal and confidential information
- ability to use presentation technology (i.e. laptop, PowerPoint)
- ability to be a non-partisan representative of Elections BC



Lead Technical Officer

Compensation rate: \$26.00/hr.

The Lead Technical Officer coordinates the team of Technical Officers (TOs) in their office automation and voting technology responsibilities. The Lead TO takes responsibility for the team of up to 3 TOs to ensure the smooth functioning of office technology (network, laptops, printers and voting technology) and election administration equipment (electronic voting book laptops, modems, tabulators, peripherals, memory cards, password sheets) throughout the electoral district. The Lead TO ensures that technology services in the district electoral office and in voting places are provided in accordance with Elections BC technology policies and instructions. They organize the work of the Technical Officers to ensure the following critical tasks are completed correctly and on time:

Responsibilities and typical duties include:

- Setting up office automation technology in the district electoral office when it opens
- Preparing voting technology by installing database updates and updating software as instructed by Elections BC headquarters to deploy to voting places and mobile teams
- Overseeing tabulator logic and accuracy testing prior to deployment to voting places
- Ensuring the security of tabulator memory cards, security keys sets, password sheets and other sensitive information and materials
- Sorting, packing, preparing and tracking technology required for each voting place for transport to voting places
- Supporting election officials with the transportation of voting technology to and from voting places, as well as the storage of technology after initial setup and after each day of voting
- Supporting election officials with setting up voting place technology and testing network connectivity the night before advance and final voting
- Sorting, preparing and tracking technology required by mobile teams
- Maintaining and tracking voting technology inventory as it is deployed and returned using forms and instructions provided by Elections BC headquarters
- Synchronizing voting data to the central database from electronic voting books
- Providing tier 1 help desk services for election officials and district electoral office staff using set up, quick fix, and other troubleshooting resource guides and procedures
- Troubleshooting problems that may arise with office technology and election administration equipment and escalating problems to Elections BC headquarters as required
- Overseeing tabulator quality acceptance testing after counting
- Decommissioning office automation technology in the district electoral office when the office closes and packaging equipment for return to Elections BC headquarters

Minimum qualifications for this role include:

- ability to lead a team, planning and organizing their work
- skill in using and comfort with computers and related technology
- understanding of the use of technology in electoral event administration and the ability to support others in using that technology
- ability to follow directions and work with limited supervision

- experience using common office tools, equipment and software, including MS Office, in an office environment both in an administrative capacity and in a technical capacity
- ability to enter data into computer applications, including the ability to upload and download data
- demonstrated ability to meet deadlines and work under tight timelines
- ability to set-up and take-down computer equipment, including the physical ability to set up network cables and power sources throughout the district electoral office
- reliability, dependability, and enthusiasm
- excellent record-keeping and 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



Technical Officer

Compensation rate: \$25.00/hr.

Technical Officers (TOs) work in a team to deliver technology services for the district electoral office (network, laptops, printers and voting technology) and for election administration (electronic voting book laptops, modems, tabulators, peripherals, memory cards, password sheets). Reporting to the Lead TO, their responsibilities include:

- Responsibilities and typical duties include:
- Setting up office automation technology in the district electoral office when it opens
- Preparing voting technology by installing database updates and updating software as instructed by Elections BC headquarters to deploy to voting places and mobile teams of election officials
- Conducting tabulator acceptance testing and logic and accuracy testing prior to deployment to voting places
- Securing tabulator memory cards, security keys sets, password sheets and other sensitive information and materials
- Sorting, packing, preparing and tracking technology required for each voting place for transport to voting places
- Supporting election officials with the transportation of voting technology to and from voting places, as well as the storage of technology after initial setup and after each day of voting
- Supporting election officials with setting up voting place technology and testing network connectivity the night before advance and final voting
- Sorting, preparing and tracking technology required by each mobile team (electronic voting book laptop, peripherals, password sheets)
- Maintaining and tracking voting technology inventory as it is deployed and returned using forms and instructions provided by Elections BC headquarters
- Synchronizing voting data to the central database from electronic voting books
- Providing tier 1 help desk services for election officials and district electoral office staff using set up, quick fix, and other troubleshooting resource guides and procedures
- Troubleshooting problems that may arise with office technology and election administration equipment and escalating problems to Elections BC headquarters as required
- Decommissioning office automation technology in the district electoral office when the office closes and packaging equipment for return to Elections BC headquarters

Minimum qualifications for this role include:

- skill in using and comfort with computers and related technology
- understanding of the use of technology in electoral event administration and the ability to support others in using that technology
- ability to follow directions and keep records
- experience using common office tools, equipment and software, include MS Office, in an office environment both in an administrative capacity and in a technical capacity
- ability to enter data into computer applications, including the ability to upload and download data
- demonstrated ability to meet deadlines and work under tight timelines

- ability to set-up and take-down computer equipment, including the physical ability to set up network cables and power sources throughout the district electoral office
- reliability, dependability, and enthusiasm
- strong 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