



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



Technical Officer

Compensation rate: \$25.00/hr.

The Technical Officer maintains the proper operation of election administration technology and equipment in the district electoral office and in the field. They take responsibility for ensuring the inventory of election administration equipment deployed to the field, that content required on election administration equipment is uploaded onto election administration equipment when required, and that content is downloaded from election administration equipment in time for management reporting.

Responsibilities and typical duties include:

- unpacking and packing office technology (computers, printers, etc.) and election administration equipment
- troubleshooting problems that may arise with office technology and election administration equipment
- escalating problems to Elections BC headquarters as required to ensure the smooth functioning of office technology and election administration equipment
- uploading and downloading advance voting content from election administration equipment
- maintaining the inventory of election administration equipment and tracking deployment of equipment to field staff
- downloading and applying updates to application files for election administration equipment
- supporting users in the field with election administration equipment

As the duties of the Technical Officer are time-sensitive, there may be times during their work term when they are not required to perform technical duties, and will perform general office support functions.

Minimum qualifications for this role include:

- ability to follow directions and work with limited supervision
- 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
- strong 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 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