

Election official roles in technology-enabled voting places

Ballot Issuing Officer (BIO)



Work days:	Advance and/or final voting (1-2 days of work)
Hours of Work:	1 hour online training 3.5 hours classroom training 14 hours per voting day worked (approximately 7:00 a.m. to 9:00 p.m.)
Training fee:	\$18 for online training \$62 for classroom training
Daily Rate:	\$325 per day

BIOs process voters and update voter information on a laptop equipped with Elections BC software, and issue ballots to voters.

Reporting to the Supervisory Voting Officer (SVO), you will:

- Verify voter identification and entitlement to vote.
- Update voter records in the electronic voting book.
- Issue ballots to eligible voters.
- Provide instructions to voters on how to mark their ballot.
- Direct any voter issues to the SVO as they arise.
- Close the voting station and pack up all materials

Working conditions

- BIOs must arrive early to set up their voting station and administer voting for at least 12 hours.
- BIOs will be given meal breaks and will leave their voting station to eat.
- BIOs must bring their own non-perishable meals and beverages. No cooking or refrigeration facilities will be supplied.
- BIOs sit for long periods. They should dress comfortably but neatly. They may wish to bring a cushion, warm clothing and a lap blanket.

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To work as a BIO, you must have:

- basic English literacy and language skills; fluency in a second language may be beneficial
- ability to be and be perceived by others as a non-partisan representative of Elections BC
- basic technical literacy and working knowledge of technology
- ability to complete data entry of voter information using specific software programs
- ability to lift up to 50 lbs to a counter height
- ability to identify and verify identification provided by a voter via hard copy or mobile device
- ability to follow directions, instructions or checklists and complete repetitive tasks
- ability to multi-task
- excellent verbal communication skills to welcome and provide instructions to voters
- good interpersonal skills to provide customer service and treat voters with respect
- patience when interacting with a variety of people during a long day
- good organization skills
- strong attention to detail
- problem-solving skills to understand, analyze and resolve issues efficiently
- ability to complete paper forms correctly with clear and legible handwriting
- ability to work for long stretches of time

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Information Officer (IO)

Work days:	Advance and/or final voting (1-2 days of work)
Hours of Work:	1 hour online training 3.5 hours classroom training 14 hours per voting day worked (approximately 7:00 a.m. to 9:00 p.m.)
Training fee:	\$18 for online training \$62 for classroom training
Daily Rate:	\$310 per day

IOs greet voters, place signs and ensure the efficient direction of people and vehicles at a voting place. The IO is the first election official who voters meet when they arrive to vote. IOs guide voters to the correct voting station and answer their questions.

IOs support the Supervisory Voting Officer (SVO) in identifying issues, managing line-ups of voters, assisting voters with support needs, and ensuring signage is adequate and visible during the entire voting period.

Reporting to the Supervisory Voting Officer (SVO), you will:

- Set up the voting place and put up signs, ensuring the voting place is clearly identified.
- Manage lineups outside the voting place entrance and inside the voting place.
- Greet voters and confirm they have acceptable identification.
- Answer questions and direct voters to the appropriate station within the voting place in a friendly and efficient manner.
- Ensure no voter wears any political badge or carries any political material into the voting place.
- Provide information to voters about voting and identification requirements.
- Respectfully assist voters with support needs.
- Direct parking, if required.
- Close the voting place and pack up all materials.

Working conditions

- IOs must arrive early to set up the voting place and work on their feet for at least 12 hours.
- IOs are also trained to work as Tabulator Officers (TBOs) so they can vary their duties throughout the work day.
- IOs will be given meal breaks and will leave their station to eat.

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- IOs must bring their own non-perishable meals and beverages. No cooking or refrigeration facilities will be supplied.
- As the IO may be required to direct traffic in the parking lot or may be located at the entrance to the voting place, they should dress for the weather (e.g. bring an umbrella, weather-resistant outerwear, and/or sunscreen)
- As this role requires long periods of standing, IOs should wear comfortable, weather-resistant footwear.

To work as an IO, you must have:

- basic English literacy and language skills; fluency in a second language may be beneficial
- ability to be and be perceived by others as a non-partisan representative of Elections BC
- ability to identify and verify identification provided by a voter via hard copy or mobile device
- ability to learn quickly, follow directions, and complete repetitive duties
- ability to lift up to 50 lbs to a counter height
- ability to multi-task and be organized
- excellent verbal communication skills and good interpersonal skills to provide customer service and treat voters with respect
- patience when interacting with a variety of people during a long day
- ability to stand for long stretches of time
- experience assisting individuals with support needs is an asset

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Tabulator Officer (TBO)

Work days:	Advance and/or final voting (1-2 days of work)
Hours of Work:	1 hour online training 3.5 hours classroom training 14 hours per voting day worked (approximately 7:00 a.m. to 9:00 p.m.)
Training fee:	\$18 for online training \$62 for classroom training
Daily Rate:	\$310 per day

The Tabulator Officer (TBO) works with the Voting Equipment Officer to set up the vote tabulator, assists voters with inserting ballots into the tabulator and manages tabulator notifications.

Reporting to the Supervisory Voting Officer (SVO), you will:

- Set up, test and troubleshoot the vote tabulator.
- Assist voters with casting their ballot by inserting the ballots into the vote tabulator machine.
- Manage tabulator notifications.
- Direct the flow of voters at the tabulator station.
- Shut down the tabulator station and account for all materials.

Working conditions

- TBOs must arrive early to set up the voting place and work on their feet for at least 12 hours.
- TBOs are also trained to work as Information Officers (IOs) so they can vary their duties throughout the workday.
- TBOs will be given meal breaks and will leave their station to eat.
- TBOs must bring their own non-perishable meals and beverages. No cooking or refrigeration facilities will be supplied.
- As this role requires long periods of standing, TBOs should wear comfortable footwear.
- When performing the duties of an IO, they may be required to direct traffic in the parking lot or may be located at the entrance to the voting place. TBOs should dress for the weather (e.g. bring an umbrella, weather-resistant outerwear, and/or sunscreen)

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To work as a TBO, you must have:

- basic English literacy and language skills; fluency in a second language may be beneficial
- ability to be and be perceived by others as a non-partisan representative of Elections BC
- working knowledge of technology
- ability to lift up to 50 lbs. to a counter height
- ability to read and observe procedures
- strong interpersonal communication and problem-solving skills to resolve issues and communicate solutions in an efficient and timely manner
- ability to identify and verify information
- ability to read and key data on a touch screen
- ability to stand and work for long stretches of time
- ability to learn quickly, follow directions, and complete repetitive duties

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Voting Equipment Officer (VEO)

Work days:	Advance and/or final voting (1-4 days of work)
Hours of Work:	1 hour online training 3.5 hours VEO classroom training* 3.5 hours election official classroom training Up to 3 hours the day prior to advance/final voting day 15 hours per voting day worked (approximately 6:30 a.m. to 9:30 p.m.)
Training fee:	\$18 for online training \$62 per classroom training session*

*VEOs may also be required to attend 3.5 hours of Initial Count training based on their assigned duties.

Daily Rate: \$380 per day

Cell phone fee: Flat rate of \$15

Additional fees: \$25 to \$30 per hour, depending on the activity

VEOs will work with their Supervisory Voting Officer (SVO) to set up the voting place the day prior to advance/final voting.

They may also be required to transport supplies to/from the district electoral office and the voting place.

They may secure and store ballots and other voting equipment for their voting place, and perform other tasks as assigned by the District Electoral Officer (DEO).

The VEO works collaboratively with the SVO to oversee the technology in the voting place and ensure election officials have the tools they need to administer voting in a technology-enabled voting place.

Reporting to the SVO, you will:

- Oversee and troubleshoot voting technology in a technology-enabled voting place.
- Set up and secure voting technology at your assigned voting place the day before the first day of voting.
- Ensure technology configuration, layout and security conforms with Elections BC requirements.
- Assist election officials to ensure proper technology set up and functioning throughout the day.
- Resolve technical issues at the voting place escalated by election officials.

Election official roles in technology-enabled voting places

- Follow troubleshooting steps to revolve issues with technology.
- Act as a liaison to relay information between the voting place and the Election Equipment Officers at the district electoral office in a timely manner.
- Act as a spare election official to cover breaks, as required.
- Print the results tape from the tabulator(s) and report results to the district electoral office.
- Shut down the voting location, packing all technology and materials.
- Ensure voting place supplies and technology are returned to the district electoral office.

Working conditions

- VEOs must arrive early to set up the voting place, work on their feet for at least 12 hours, and stay late to close down the voting place.
- VEOs will be given meal breaks. However, VEOs may not be able to leave the voting place while on a meal break.
- VEOs must bring their own non-perishable meals and beverages. No cooking or refrigeration facilities will be supplied.
- VEOs may be required to have access to an insured vehicle in good working order to perform this work. Mileage for the performance of duties will be reimbursed in accordance with Elections BC policy.
- VEOs must have use of a cell phone to perform their duties. Long distance charges will be reimbursed in accordance with Elections BC policy, with a receipt.
- As this role requires long periods of standing, VEOs should wear comfortable footwear.

To work as a VEO, you must have:

- basic English literacy and language skills; fluency in a second language may be beneficial
- ability to be and be perceived by others as a non-partisan representative of Elections BC
- technology skills and experience to provide troubleshooting and direction to others
- good ability to use and comfort with voting technology
- organizational skills and experience
- ability to oversee, evaluate and anticipate problems
- basic numeracy and analytical skills
- ability to lift up to 50 lbs. to a counter height
- good attention to detail
- ability to understand, rationalize and resolve situations calmly and efficiently as they arise
- ability to work for long stretches of time
- patience when interacting with a variety of people during a long day
- ability to multi-task

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- access to a cell phone
- VEOs may require access to a vehicle to transport supplies and voting equipment.

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Supervisory Voting Officer (SVO)

Work days:	Advance and/or final voting (1-4 days of work)
Hours of Work:	1 hour online training 7 hours SVO classroom training* 10.5 hours election official classroom training Up to 3 hours the day prior to advance/final voting day 15 hours per voting day worked (approximately 6:30 a.m. to 9:30 p.m.)
Training fee:	\$18 for online training \$62 per classroom training session*

*SVOs will attend two training sessions for their role. They will also attend training sessions for other election official roles they will supervise (minimum 3 sessions).

Daily Rate: \$440 per day

Cell phone fee: Flat rate of \$15

Additional fees: \$25 to \$30 per hour, depending on the activity

SVOs will work with their Voting Equipment Officer (VEO) to set up the voting place the day prior to advance/final voting.

They may also be required to transport supplies to/from the district electoral office and the voting place.

They will secure and store ballots and other voting equipment for their voting place, and perform other tasks as assigned by the District Electoral Officer (DEO).

The SVO oversees the voting place and manages all election officials assigned to the voting place.

Reporting to the District Electoral Officer (DEO), you will:

- Supervise a technology-enabled voting place.
- Contact election officials to ensure they are available to work on the required days and times.
- Set up and secure your assigned voting place the day before the first day of voting.
- Ensure staffing resources, supplies and voting place layout conforms to requirements.
- Supervise election officials to ensure they follow proper procedures.
- Manage a large flow of voters within a voting location, ensuring that all voters can mark and cast their ballot safely and efficiently.
- Ensure candidate representatives comply with guidelines.
- Resolve any issues at the voting place escalated by election officials as they arise.

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- Act as a liaison to relay information between the voting place and the DEO in a timely manner.
- Ensure the voting place is safe and accessible to voters, including assisting voters with disabilities.
- Temporarily backfill an election official role, as required.
- Ensure the voting place closes on time.
- Conduct initial count reconciliation for the voting place.
- Shut down the voting place, packing all technology and materials.
- Ensure voting place supplies and technology are returned to the district electoral office.

Working conditions

- SVOs must arrive early to set up the voting place, work on their feet for at least 12 hours, and stay late to close down the voting place.
- SVOs will be given meal breaks. However, SVOs may not be able to leave the voting place while on a meal break.
- SVOs must bring their own non-perishable meals and beverages. No cooking or refrigeration facilities will be supplied.
- SVOs may be required to have access to an insured vehicle in good working order to perform this work. Mileage for the performance of duties will be reimbursed in accordance with Elections BC policy.
- SVOs must have use of a cell phone to perform their duties. Long distance charges will be reimbursed in accordance with Elections BC policy, with a receipt.
- As this role requires long periods of standing, SVOs should wear comfortable footwear.

To work as a SVO you must have:

- basic English literacy and language skills; fluency in a second language may be beneficial
- ability to be and be perceived by others as a non-partisan representative of Elections BC
- patience when interacting with a variety of people during a long day
- supervisory and leadership skills and experience to provide guidance and direction at the voting place
- working knowledge of technology
- good organization skills
- knowledge of the local electoral district and its geography
- ability to oversee, evaluate and anticipate problems
- tact and diplomacy in interactions with voters, candidate and party representatives (scrutineers), candidates and the media. SVOs must possess excellent interpersonal skills to provide voters and election officials with clear direction and assistance
- previous electoral event experience would be a distinct advantage

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- ability to lift up to 50 lbs. to a counter height
- basic numeracy and analytical skills
- good attention to detail
- ability to complete paper forms correctly with clear and legible handwriting
- ability to understand, rationalize and resolve situations calmly and efficiently as they arise
- ability to work for long stretches of time
- ability to multi-task
- access to a cell phone
- SVOs may require access to a vehicle to transport supplies and voting equipment.

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Special Voting Ballot Issuing Officer (Special BIO)



Work days:	Special voting
Hours of Work:	1 hour online training 3.5 hours classroom training Shift work - up to 12 hours per day
Training fee:	\$18 for online training \$62 for classroom training
Daily Rate:	\$21 per hour

The Special Voting Ballot Issuing Officer (Special BIO) administers voting at a variety of special voting locations such as provincial correctional facilities, acute-care hospitals, remote communities or work camps.

Special BIOs issue ballots to voters, account for and secure all voting materials, process voters and update their information on a laptop equipped with Elections BC software.

As directed by the District Electoral Officer, and working in teams of two Special BIOs, you will:

- travel to and transport voting materials to and from voting locations
- set up a fixed voting station and voting technology, or move from voter to voter (bed-to-bed) within the location
- check voter identification and entitlement to vote
- administer solemn declarations, as required
- issue ballots and instruct voters on how to mark and fold ballots
- receive and secure marked ballots from voters
- account for ballots and certification envelopes
- return materials to the district electoral office and insert ballots into the tabulator

Working conditions

- Hours of work are long. Special BIOs must be prepared to work a 12-hour day, or multiple shorter days to accomplish their tasks.
- Special BIOs will be required to travel to a specific location or from location to location to administer special voting as part of a mobile team.
- Special BIOs may be required to have access to an insured vehicle in good working order to perform this work. Mileage for the performance of duties will be paid to mobile teams who must travel to multiple locations in a work day.

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- Special BIOs must bring their own non-perishable food and beverages. No cooking or refrigeration facilities will be supplied.
- Special BIOs may be required to wear personal protective equipment supplied by the voting location, depending on health and safety requirements (e.g. wear masks in hospitals and acute care facilities).

To work as a Special BIO, you must have:

- basic English literacy and language skills; fluency in a second language may be beneficial
- ability to be and be perceived by others as a non-partisan representative of Elections BC
- previous experience working at a special voting location is an asset
- willingness and ability to wear personal protective equipment, as required
- basic technical literacy and working knowledge of technology using laptops, scanners and printers
- ability to complete data entry of voter information using specific software programs
- ability to identify and verify information provided by an elector via hard copy or mobile device
- ability to lift up to 50 lbs. to a counter height
- ability to learn quickly, follow directions, and complete repetitive duties
- ability to multi-task ability to understand and follow directions, written instructions or checklists
- excellent verbal communication skills to welcome and provide instructions to voters
- good interpersonal skills to provide customer service and treat voters with respect
- patience when interacting with a variety of people during a long day
- organizational skills and experience
- basic numeracy and analytical skills
- strong attention to detail
- problem-solving skills to understand, analyze and resolve issues efficiently as they arise
- ability to work for long stretches of time

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Counting Support (CS)

Work days:	Initial count on final voting day
Hours of Work:	Up to 2 hours
Training fee:	none
Daily Rate:	\$42 per day for shifts up to 2 hours

What to expect in this role

Counting Support (CS) assist the Supervisory Voting Officer or district electoral office staff with conducting initial count. Their key duty is to transcribe ballots and ensure the ballots are ready for counting by a tabulator.

Working conditions

- Counting Support work during initial count only. The work will end when the Supervisory Voting Officer or District Electoral Officer releases the CS.

To work as a CS, you must have

- basic English literacy and language skills; fluency in a second language may be beneficial
- ability to be and be perceived by others as a non-partisan representative of Elections BC
- ability to learn quickly, follow directions, and complete repetitive duties
- ability to complete paper forms with clear and legible handwriting and good attention to detail