

### **Job overview**

For each provincial electoral district, the Chief Electoral Officer (CEO) appoints a District Electoral Officer (DEO) and one or more Deputy District Electoral Officer(s) (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.

**As representatives of the CEO and Elections BC (EBC) in their local community**, the DEO and DDEO play a critical role in ensuring that the provisions of the *Election Act* and other relevant statutes are observed, that voters experience a fair and accessible electoral process, and that candidates have the tools and information they need to stand for election. In delivering EBC's mandate, they are role models of EBC's values, ethics, and behaviours and must at all times represent EBC positively. They must establish and maintain decorum and a positive, responsive, transparent and accountable culture. They must champion British Columbia's legislated approach to democracy, including being an advocate for new technologies and procedures designed to provide improved services to voters.

**As statutory appointees**, DEOs and DDEOs are ultimately accountable for the delivery of a successful electoral event in their electoral district. The statutes and guidelines that govern the electoral process are prescriptive, dictating 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, EBC headquarters (HQ) provides training, documentation, materials and support to DEOs and DDEOs. They receive specific instructions from EBC on how to administer the relevant statutes and must understand and apply those instructions strictly and consistently. DEOs and DDEOs must demonstrate expert understanding of legislated provisions.

**As public officials**, the DEO and DDEO are the most qualified and suitable individuals to represent the CEO in their local area. They must demonstrate the highest level of integrity and impartiality in delivering the requirements of the *Election Act*. They ensure appropriate counting of votes and results reporting. 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 ensure a positive culture, and a safe and respectful workplace for all employees. They must plan, organize, implement, and monitor all electoral event activities, including hiring and training hundreds of election officials. They must understand the unique nature of their electoral district, conduct effective outreach to Indigenous and other communities with unique needs, and establish a variety of voting opportunities. They must anticipate, plan ahead and respond to emerging challenges which may be caused by technical failures, staffing issues, public health or other emergencies. They 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. The complexity of the provincial electoral model requires superior managerial skills to ensure successful execution.

**As members of EBC's electoral operations team**, DEOs and DDEOs work closely with HQ staff, reporting through EBC's operational directors to the Deputy Chief Electoral Officer (Electoral Finance and Operations). They ensure that key task assignments and deadlines are met in

preparing for and delivering an electoral event. Effective, responsive and respectful communication, collaboration and teamwork are necessary to ensure electoral event accountabilities are achieved.

### **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 may be required to travel in order to 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 electoral district. As the representative of the CEO in their district, the DEO ensures legal compliance, administrative effectiveness, and impartiality. As an effective and non-partisan representative of EBC, 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, community and demographic knowledge of their electoral district
  - completing training courses and assignments provided by EBC
  - developing expert procedural knowledge of relevant technologies, procedures, policy and legislation
- 2. Conducting electoral boundary re-distribution in their electoral district following an Electoral Boundary Commission and revisions to the *Electoral Districts Act*:**
  - becoming familiar with new boundaries and assisting with communications around them as necessary
  - assisting with voter re-distribution and voting area reviews as necessary
- 3. 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 any assignments associated with 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 HQ for voters list updates and maintenance
- 4. Administering electoral events within the electoral district:**
  - receiving and acting on the writ of election
  - providing input on 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
  - distributing the voters list while ensuring confidentiality of voter data
  - ensuring the privacy and confidentiality of all sensitive and confidential materials in their care
  - managing candidate nominations in compliance with statutory requirements

- establishing a positive and responsive relationship with communities, the media, and political stakeholders
  - researching and organizing special voting opportunities and developing a positive relationship with the relevant facilities
  - staging and distributing ballots, voting supplies and voting technology for voting places
  - ensuring all legislated voting opportunities are provided and overseeing the voting process at all voting opportunities in their electoral district
  - reporting the initial count of votes and making this information available to the media on election night
  - conducting final count
  - attending a judicial recount, as necessary
  - returning the writ and certified election results accurately and at the time established by EBC
- 5. Managing and controlling the financial, operational, and human resources required for the administration of electoral events:**
- working collaboratively, responsively and positively with EBC HQ staff, ensuring that we function as one team
  - leading and supporting their DDEO(s) and ensuring they work effectively together as a team, and that the DDEO(s) are at all times kept sufficiently informed and trained so they are able to take over as DEO in an emergency
  - developing and monitoring an electoral event budget for their electoral district that covers all event-related expenses
  - locating and renting office space 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 a timely manner
  - 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
- 6. Communicating information to voters, candidates, political parties, the media, EBC and other stakeholders:**
- 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
  - holding candidate meetings and communicating required information to candidates and parties
  - being available at all reasonable times during the election to provide information and assistance to stakeholders
  - providing timely information to EBC HQ of any emerging challenges
  - coordinating any public communications requirements with EBC HQ
  - keeping in contact with and providing reports to EBC HQ
- 7. Carrying out related managerial and administrative duties in accordance with general or specific instructions issued by EBC; contributing to the improvement of the electoral process:**

- assisting with gathering data and providing assessments during events, as required
- participating in post-event reviews and lessons learned activities
- 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. As back-up for the DEO, the DDEO is directly involved in the planning, organization, implementation and monitoring of all election activities.

The DDEO is responsible for ensuring that election official training and workplace health and safety protocols are consistent with EBC training and workplace health programs. The extent to which the DDEO is involved and assigned other areas of responsibility, tasks or projects depends largely on the working relationship and strengths of each team member. The DEO will delegate many tasks to the DDEO to oversee. 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 district electoral 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.

As an effective and non-partisan representative of EBC, 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, community and demographic knowledge of their electoral district
  - completing training courses and assignments provided by EBC
  - developing expert procedural knowledge of relevant technologies, procedures, policies and legislation
- 2. Working effectively as a team with their DEO to ensure that they are prepared to act as the DEO when needed**
- 3. Ensuring the privacy and confidentiality of all sensitive and confidential materials in their care**
- 4. Coordinating training for all election officials in accordance with EBC policies, procedures and materials**
- 5. Developing and implementing workplace health and safety programs for district electoral offices and voting places in accordance with guiding legislation, EBC policies and procedures and local circumstances**
- 6. Supporting voter registration services and projects, administration of electoral events and management of financial, operational, and human resources within their electoral district**

- 7. Carrying out related managerial and administrative duties in accordance with general or specific instructions issued by the DEO or EBC.**
- 8. Contributing to the improvement of the electoral process:**
  - participating in post-event reviews and lessons learned activities
  - seeking out 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; material, 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 always maintain a positive and respectful attitude under stress.

### **Education and experience requirements:**

- Recent, related\* management-level experience leading time-sensitive events and/or projects

### **\*Recent, 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.
- Using and leading others in the application of various computer software, including web browsers, Microsoft Office suite and mobile technologies.
- Great oral and written communication skills, logical reasoning and judgment and time-management.

### **Preference may be given to applicants with:**

- Previous experience working in electoral events (federal, municipal and or provincial)
- Post-secondary education
- Proficiency in other languages

### **Knowledge, skills and abilities**

- Broad understanding of the demographics and geography of B.C. and excellent knowledge of their assigned electoral district, including knowledge of unique Indigenous and other communities.
- Proficiency in the English language to be able to communicate effectively in writing and verbally with individuals from diverse backgrounds and make public presentations.

- Technical proficiency to use computer equipment, systems and software provided by EBC to conduct day-to-day business, and to ensure appropriate technology training and use by office staff and election officials.
- Willingness and ability to develop and maintain a detailed and current understanding of complex electoral procedures, technology and legislation.
- 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 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:
  - demonstrate values-based practices in managing workplace relationships;
  - maintain a respectful 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 and the ability to preserve privacy and confidentiality in handling personal or sensitive information.
- Availability during the employment term, as required, to hold an electoral event or complete 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.
- Stamina to withstand considerable mental and physical strain from traveling and working under pressure for long hours to meet strict deadlines, train staff and handle complaints.
- Leadership, diplomacy and interpersonal skills to maintain positive and collaborative working relationships with stakeholders, including their DEO/DDEO, staff, local media, voters, candidates, candidate representatives and EBC staff.
- Ability to effectively apply negotiation and customer service skills to resolve issues. Must possess basic media and public relations skills to speak on behalf of EBC as required.

### Competencies

- Leadership means demonstrating EBC's values of accountability, impartiality, innovation, integrity, respect, service and transparency. It also means communicating a team vision and supporting all members of your team to achieve this vision.
- Commitment to Organizational Results is the ability and willingness to align your behaviour with the needs, priorities and goals of EBC. It is taking your role seriously, focusing on

actions to achieve desired outcomes, looking for ways to improve the performance and efficiency of your team and behaving with integrity.

- Expertise and Information-sharing is the motivation to expand and apply detailed technical knowledge, and to proactively share that knowledge with others. DEOs and DDEOs must be experts on election legislation and policies, management and administrative procedures.
- Teamwork and Collaboration is the ability to work cooperatively within diverse teams to achieve organizational goals. It includes listening, understanding and responding effectively to others, demonstrating respect, fostering teamwork, managing performance and mentoring your team to achieve shared goals.
- Problem-solving and Judgement is the ability to analyze problems systematically, organize information, identify key factors and underlying causes, and generate solutions. It is also the ability to be decisive, judge when to act independently or refer to a higher-level authority and accept the consequences of your actions.
- Planning, Organizing and Coordinating involves proactively planning, establishing priorities and allocating resources. This includes communicating expectations, monitoring progress and adjusting your work and the work of your team to accomplish goals and deliver on the organization's mandate.
- Service Orientation means designing and delivering programs and services that put the needs, interests and expectations of the people of British Columbia and their communities first. DEOs and DDEOs must maintain a clear focus on creating positive outcomes for citizens, work respectfully and collaboratively across EBC to enable success, value different viewpoints, and place organizational objectives ahead of personal goals.

#### 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. They must be, and be perceived by the public to be, completely non-partisan.

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