ELECTIONS BC
A non-partisan Office of the Legislature

POSITION TITLE	CLASSIFICATION	WAGE RATE
Information Data Processor	Administrative Assistant	$27.48

NUMBER OF POSITIONS	WORK TERM (START AND END DATES)	WORK GROUP OR LOCATION(S)	WORK UNIT
7	August 12, 2024 to November 15, 2024	Victoria, BC	Voter Services

JOB OVERVIEW:

The Information Data Processor provides support for voter registration information production, updating and maintenance; voter and address data processing; and general clerical support for the Voter Services work unit.

JOB DUTIES AND TASKS:

1. **Supports the production and maintenance of voter information and address register data by:**
   - Determining registration status and verifying that voter information is complete and correct;
   - Inputting voter registration information into the Electoral Information System (EIS);
   - Reviewing records that are not automatically accepted into EIS and resolving them using a variety of other data sources;
   - Monitoring, managing and processing data files to ensure timely processing;
   - Conducting quality assurance and resolving voter data anomalies by analyzing exception records in exception handling software, and accepting or rejecting records;
   - Processing various transaction reports and reviewing and resolving duplicate registration record reports, performing searches in EIS to determine if true duplicate;
   - Updating the voters list and address register from data shared by other organizations;
   - Comparing data files to external data sources to determine accuracy; and
   - Contacting registrants by phone, fax, email, or mail when additional information is required.
2. **Provides clerical support for the Voter Services work unit by:**
   - Creating and maintaining statistical information in Excel for the Voter Services work unit;
   - Participating in the development and formatting of documents including letters, mail merge, memos, and reports using EBC Style Guide standards;
   - Preparing and distributing completed documents and ensuring completion of amendments as necessary;
   - Reviewing and standardizing handwritten forms before sending to the data entry contractor;
   - Preparing material for mailing and courier;
   - Receiving, counting, sorting, batching, shipping, and processing voter registration applications; and

- Responding to general inquiries received from the Elections BC general email inbox.

3. **Participates in various information analysis activities by:**
- Researching and verifying information to resolve issues with voter records;
- Contacting external and internal agencies to rectify complex address anomalies;
- Processing internal information requests; and
- Participating on project teams, planning and identifying work to be done and recommending solutions.

4. **Performs other related duties for the Voter Services work unit as required.**

JOB REQUIREMENTS:

Education and Experience:

- Secondary school graduation or equivalent
- Experience working in a data processing or related environment
- Experience working in a busy office environment
- Experience working with legislation, regulations, policies or procedures
- Experience working with basic computer programs (such as MS Office products)
- Experience using database applications

Preference may be given to applicants with:
- Previous experience with CLIFF or a comparable correspondence tracking tool is an asset, but not required
- Previous experience with EIS (Electoral Information System), OVR (Online Voter Registration), EBC exception handling software, Vital Stats and Motor/Voter program or comparable software/programs is an asset, but not required

NOTE: Successful completion of security screening requirements of the BC Public Service (a criminal record check) may be required.

Knowledge, Skills and Abilities:

- Computer skills: ability to use databases and create documents in basic computer programs (such as Excel, Word and Outlook)
- Ability to interpret and analyze high volumes of data in a database management environment
- Ability to maintain a high degree of accuracy and close attention to detail
- Ability to organize and prioritize a changing workload
- Ability to multi-task while encountering frequent interruptions in a high volume environment
- Excellent judgment skills and problem-solving abilities
- Awareness of and attention to confidentiality and privacy
- Ability to work effectively independently and in a team environment
- Ability to work with a diverse team of employees

- Awareness of and attention to confidentiality and privacy
- Ability to maintain a positive attitude in times of high stress and tight deadlines
- Ability to work effectively independently and cooperatively in a diverse team environment, demonstrating maturity, tact, and discretion
- Ability to be a non-partisan representative of Elections BC

COMPETENCIES:

- Service Orientation
- Results Orientation
- Teamwork and Co-operation
- Flexibility and Adaptability

Link to competency definitions:
https://www2.gov.bc.ca/gov/content/careers-myhr/job-seekers/about-competencies