

POSITION TITLE		CLASSIFICATION	WAGE RATE	
Voter Services Assistant		Administrative Assistant	\$27.48 per hour	
NUMBER OF POSITIONS	WORK TERM (START AND END DATES)		WORK GROUP OR LOCATION(S)	WORK UNIT
Up to 3	August 14, 2024 – March 31, 2025		Victoria, BC	Voter Services

JOB OVERVIEW:

Reporting to the Team Lead, Voter Services or whom the Team Lead delegates, the Voter Services Assistant (VSA) provides administrative services to Elections BC. The Voter Services Assistant also provides voter services, including voter registration and information in response to inquiries; and supports the resolution of voter registration data anomalies in support of a high quality Provincial Voters List.

JOB DUTIES AND TASKS:

- Provides voter record exception resolution services: receives data anomalies identified as a result of batch updates to the provincial voters list database (e.g. from Vital Statistics and other sources); checks other records and updates voters list.
- Provides information and services to registered voters: verifies voter identity; provides information regarding their voter registration records; and updates voter records to reflect new information (e.g. address changes, etc.) within established policies, procedures and guidelines.
- Conducts mailing address validation services by identifying data anomalies using information systems and other records (e.g. National Register of Electors, ICBC driver’s licence records, and other sources).
- Responds to inquiries received through phone, voicemail, email, mail, fax and visitors to the office, utilizing knowledge of the mandate and programs of Elections BC and broad understanding of the electoral process to:
 - Determine the nature of inquiries, whether it is within the mandate of Elections BC, and refers inquiries to other ministries or agencies as appropriate.
 - Refer specific and/or complex inquiries to the appropriate program area, staff member or office, including directing clients and visitors within the office.
- Provides administrative services to support the operation of the Voter Services work group (e.g. prepares/composes a variety of documents, including correspondence, agendas, reports, charts, statistics; updates correspondence systems; records and updates meeting minutes; etc.).

- Develops and maintains effective working relationships and work flows between Voter Services and other Elections BC program areas.
- Receives, sorts, prioritizes, logs, tracks and distributes incoming correspondence.
 - Maintains awareness of current priorities and sensitive issues to determine the urgency to be assigned to incoming inquiries and correspondence.
 - Maintains awareness of public concerns and briefs program areas accordingly.
- Ensures security of office building main doors at opening and closing times.
- Provides general administrative services for Elections BC, including researching and distributing Today's News.
- Updates and maintains administrative policy and procedures manuals.

JOB REQUIREMENTS:

Education and Experience:

- Secondary school graduation and recent, related experience
- Recent, related experience must include:
 - Providing data verification services in a high volume environment where attention to detail, accuracy and timeliness are of high importance.
 - Responding to requests and providing program information to members of the public over the phone, in writing (via email) and in person.
 - Using office software including: databases, spreadsheets, email and word processing applications (at an intermediate level of proficiency).
 - Providing administrative assistance in an office environment.

Preference may be given to applicants with:

- Experience working for Elections BC.
- Fluency in additional languages. (Fluency in English is required).
- Experience providing administrative services in a public sector environment.

Applicants must be willing and able to:

- Apply tact and diplomacy and interact effectively with stakeholders and members of the public who may be emotional or uncooperative and/or lack an understanding of procedures and regulatory requirements.
- Work outside of normal business hours, occasionally, to meet deadlines.
- Fulfil the requirement to act as a non-partisan representative of Elections BC.
- Work from other Elections BC work locations throughout Victoria, if required.

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

Knowledge, Skills and Abilities:

- Knowledge of Election BC’s mandate and priorities.
- Knowledge of voter registration objectives, policies and procedures.
- Knowledge of standard office policies, procedures and standards
- Knowledge of records management and related information and privacy requirements.
- Written and oral communication and interpersonal skills.
- Excellent attention to detail and the ability to scrutinize data, identify and resolve anomalies.
- Ability to manage multiple priorities and produce results within deadlines.
- Ability to communicate complex information in plain language to a variety of audiences and ensure it is understood.
- Proficiency with office software.
- Ability to adhere to confidentiality and privacy requirements.

Competencies:

- Initiative
- Service Orientation
- Results Orientation
- Concern for order
- Teamwork and Cooperation
- Planning, Organizing, and Coordinating

Link to competency definitions:

<https://www2.gov.bc.ca/gov/content/careers-myhr/job-seekers/about-competencies>