

POSITIONS: Information Officer

DEPARTMENT: Administration

STATUS: Temporary Election Position

#### SUMMARY:

The Information Officer assists with the orderly flow of voters at a voting place during a local government election or by-election. The Information Officer is the first point of contact for voters, providing general information, directing electors to the correct voting station, and helping maintain a welcoming, accessible, and non-partisan environment at the voting place. The Information Officer also monitors the tabulator to ensure ballots are processed correctly.

#### Key Responsibilities

- Welcome voters arriving at the voting place and provide basic information about the voting process.
- Direct electors to the appropriate lineup or election official (e.g., voter registration, ballot issuance, accessibility assistance).
- Help manage voter flow to reduce congestion and ensure efficient movement through the voting place.
- Ensure voters are aware of identification requirements or registration procedures if applicable.
- Assist voters with accessibility needs by directing them to appropriate election officials or resources.
- Monitor entrances and exits to ensure order and maintain a calm environment for voters.
- Remind voters about rules such as no campaigning within restricted areas near the voting place.
- Communicate any concerns, disruptions, or issues to the Presiding Election Official.
- Monitor the tabulator to ensure ballots are processed correctly.
- Maintain neutrality and professionalism at all times.

#### Qualifications / Skills

- Strong customer service and communication skills
- Ability to interact respectfully with a diverse range of voters
- Ability to follow instructions and work as part of a team
- Ability to remain calm and professional in a busy environment
- Comfortable standing for extended periods
- Minimum 18 years of age and legally entitled to work in Canada.
- Ability to attend mandatory election training prior to voting days.
- Ability to work in a fast-paced environment.
- Strong attention to detail and ability to follow procedures accurately.

- Good communication and interpersonal skills.
- Ability to work effectively in a team environment.
- Able to use a computer and possesses a basic understanding of current software
- Ability to take verbal and written instructions quickly and follow instructions accurately.
- Familiarity with local government elections procedures and legislation.

#### Preferred:

- Previous experience working in elections or customer service roles.
- Experience handling confidential or sensitive information.

#### Requirements

- Must remain strictly non-partisan and impartial while performing duties
- Attend required election worker training
- Available to work the full shift on voting days (often early morning to late evening)
- Must follow all election procedures and instructions from election officials

#### Key Competencies

- Attention to detail and accuracy
- Communication and customer service
- Integrity and impartiality
- Ability to follow procedures and instructions
- Teamwork and reliability

#### Working Conditions

- Temporary position for advance voting days and/or General Voting Day.
- Mandatory attendance at election training.
- Work shifts may be 12–14 hours or longer.
- Work involves interacting with the public in a busy environment and standing for extended periods.

#### Additional Requirements

All election staff must maintain strict political neutrality and must not participate in campaign activities that could compromise the integrity or perceived impartiality of the election process.

HOURLY RATE: \$21.43 per hour [based on a daily rate of \$300 with a 14-hour day]

Expenses will be reimbursed as required and authorized by the Chief Election Officer.