

## **APPENDIX L – SVRE IO JOB DESCRIPTION**

The Special Voting Rules Expansion (SVRE) additional assistant returning officer (AARO) is responsible for the selection of the SVRE Information Officer (IO) in medium and large SVRE AARO offices. The length of employment is about six days (between Day 19 and Day 8). These offices operate from Day 14 to Day 11, generally between 10:00 a.m. and 8:00 p.m.

### **Job description**

The SVRE IO provides information services to electors in the SVRE AARO offices. Any elector who cannot or does not wish to vote at a polling station during an election may vote using a special ballot in person at the office of the SVRE AARO. This method of voting is governed by the Special Voting Rules, Part 11 of the *Canada Elections Act*.

### **Reporting relationship**

The SVRE IO reports directly to the SVRE AARO.

### **Tasks**

- Verifies the proof of identity and address of ordinary residence provided by electors waiting in line
- Triage electors waiting in line based on the service that they are seeking (i.e. information, registration and voting or revision)
- Monitors wait times
- Provides informational handouts
- Answers questions
- Performs other duties as requested by the SVRE AARO

### **Qualifications**

The SVRE IO must be a qualified elector.

### **Experience**

- Customer service

### **Abilities**

- Organizational skills are required to understand the substance of the work and how best to achieve it;
- Decision-making skills are required to determine the relevance of issues, information and inquiries, and to exercise judgement in arriving at conclusions and/or solutions;

- Analytical reasoning skills are required to understand and synthesize the issues, identify relevant information and formulate an opinion;
- Listening and reading skills are required to perceive, interpret and/or understand messages, concepts or ideas, written instructions in various manuals and directives from the SVRE AARO, Elections Canada or others;
- Oral and written communication skills are required to interact effectively with electors, to discuss issues and provide appropriate responses, to express complex ideas/concepts in plain language and to convey information and messages to other people within the SVRE AARO office and externally; and
- Patience and cheerfulness are required to respond to the specific needs of electors who may have difficulty expressing themselves, reading, writing, or understanding.

### **Personal suitability**

- Bilingual (English and French)
- Remain impartial in all dealings during time of employment
- Maintain a professional demeanour at all times
- Remain calm and in control while under pressure
- Work in teams, contribute as a team member or lead teams
- Exercise judgement and tact when dealing with issues and people
- Complete tasks and assignments