

POSITION DESCRIPTION

IDENTIFICATION:

Position Title: Returning Officer

Function: Election Readiness

Cluster:

Position Code:

Wage Category:

Reports To: Chief Electoral Officer

Location: Prescribed Electoral District

Hours:

This position description has been reviewed and is confirmed as correct by:

Director _____ / _____
Print Name Signature Date

Position Summary/Purpose

To manage the preparation, development, implementation and delivery of electoral event infrastructure, deliveries, recruitment, administration and financial management strategies as well as the maintenance, use, dissemination and tracking of elector, geographic and address data and products that support the planning, preparation and delivery initiatives surrounding the execution of electoral and referenda events in their Ontario electoral district.

DUTIES & RESPONSIBILITIES

1. Plans and implements electoral event delivery strategies covering all aspects of election resources/officials activities, including reviewing the returning office's event plans for adequacy of staffing, contingency plans, numbers and levels of staff, event delivery infrastructure, logistical and administrative set-up activities, while meeting established performance standards, benchmarks, reporting and measurement processes. Identifies opportunities for the continuous improvement of electoral event delivery functions, processes and procedures.
2. Manages the planning, administration and delivery of key staff and field staff workforce planning and recruitment to administer electoral events. Identifies and capitalizes on new opportunities to build and foster relationships with existing and future potential recruits through strong professional ethics, leadership and responsive approaches to electoral event delivery.
3. Implements and maintains workforce planning and recruitment strategies to create and implement new and innovative ways to reach new recruits while ensuring outreach, recruitment and selection strategies are barrier-free, fair, equitable, open and transparent, in support of Elections Ontario's (EO's) strategic plan, including identifying organizational, policy and electoral event-related needs, and implements recruitment and management initiatives to address those needs.
4. Develops and manages relationships between EO and its stakeholders, within a critical network of contacts, working to develop and maintain positive relationships in the development of workforce planning and recruitment initiatives and services. Leads the establishment and management of stakeholder relationships with a range of special interest groups, including candidates, electors, outreach groups and media, ensuring their needs and requirements are met and that EO is in compliance with the *Accessibility for Ontarians with Disabilities Act (AODA)* and the *Ontario Human Rights Code*.
5. Manages special projects of varying size and complexity, fulfills requirements and secures resources and prepares required deliverables according to established structures and standards. Establishes plans, acquires and manages project teams, manages budget and approves expenditures within assigned financial authority. Monitors project team activity against plans, and resolves issues of complex or significant matters as required.
6. Manages the work of the returning office, satellite office (if applicable) and voting locations staff by providing operational and functional guidance, conducts performance evaluations and provides constructive feedback. Establishes and manages project teams and projects with variable number of team members and is responsible for coordinating staff participation in projects.
7. Implements electoral event delivery infrastructure strategies and plans covering all aspects of returning office activity set-up, organization and operation in the delivery of electoral events. Follows standards and structures to support returning office logistical and administrative management of statutory and assigned activities during and between electoral events, and monitors activity to ensure legislative compliance and full integration with corporate facilities and materials management functions.

8. Manages the returning office budget and complies with standards and administrative structures to support budgeting and expenditure management for assigned activities both in support of and between electoral events, and monitors activities to ensure adherence with corporate financial, human resource and administrative systems and compliance with the regulated Schedule of Compensation and takes appropriate corrective action as required.
9. Executes processes and procedures for all returning office materials, goods and services acquisitions through appropriate sourcing strategies and procurement instruments, including supplier quotations and other tender documents and complies with EO's recommendations on appropriate methods/mechanisms.
10. Executes the planning, implementation and management of the returning office accommodation logistics and set-up, including the design and management of processes and procedures to negotiate and manage the contracts and service agreements for the returning office locations with landlords, complying with the advice and support provided by EO staff, as required.
11. Builds and manages relationships with suppliers of necessary election services, ensuring services, supplies and up-to-date contact information are available and easily distributed in the event of an election/electoral event.
12. Executes the planning, implementation and delivery of all voting channels, which include advance voting, special ballots, assistive devices, etc.
13. Ensures accuracy in numbers of ballots, candidate information, timeliness of delivery, and the accuracy and timely delivery of results on polling night
14. Participates in the preparation for electoral events through various assignments including identification and inspection of voting locations, maintenance of polling divisions, and targeted elector registration. Maintains the list of electors for their electoral district during electoral events in accordance with the requirements of the *Election Act* and the processes and guidelines developed by Elections Ontario.
15. During electoral events, prepares, distributes and tracks list of electors and other election-related data and cartographic products in accordance with the requirements of the *Election Act*. Responsible for the security of list of elector data and products, in paper or electronic format, generated or used in their electoral district. Ensures all processes, policies and guidelines developed by Elections Ontario regarding the confidentiality and security of elector information are being communicated to and followed by all field staff.
16. During periods leading up to and during electoral event activity, may be temporarily managing and/or reporting to an alternative team/project to support the delivery of an electoral event, including own unit's staff resources.
17. Performs other related activities, as required. Keeps up-to-date on related skills development in order to use new technologies or processes, as required.

JOB REQUIREMENTS

Training/Knowledge:

Position requires an extensive knowledge of strategic planning and management principles, theories, policies and practices, along with a detailed knowledge of and experience in project management and managing operational planning, performance measurement and project delivery activities in a decentralized environment to ensure effective electoral event resource preparation and delivery for the prescribed electoral district. Position has

knowledge of budgeting and financial management processes to manage and administer the returning office budget, following the established financial framework/processes/policies for electoral event delivery, as well as for the implementation of electoral event infrastructure delivery systems. Position requires knowledge of government staffing and recruitment practices, policies, standards and governing legislation to manage the planning, administration and delivery of program-focused workforce planning and recruitment strategies for election staff. Position requires knowledge of acquisition/procurement management principles, theories, policies and practices for the acquisition of all materials, goods and services for the operation of the returning office. Position requires sound knowledge of the principles of facilities management, building access controls and the regulations and legislation governing workplaces to ensure appropriate accommodations are secured for the returning office and the safety and security of facilities and staff. Position has knowledge of risk management principles, quality assurance standards and business performance measures to implement electoral event delivery strategies and plans, while meeting established performance standards, benchmarks, reporting and measurement processes and to identify opportunities for the continuous improvement of electoral event delivery functions, processes and procedures.

Position has knowledge of the requirements and provisions of the *Election Act* relating to electoral event delivery and the activities of election officials, operation and administrative requirements/business needs, to provide effective management to support electoral and referenda events and ensure the requirements of the *Act* are met. The position has a sound understanding of EO operations, mandate, directives, goals and objectives, as well as relevant policies, guidelines, programs and initiatives to ensure project/electoral event delivery program strategies and plans align with organizational directions and goals, as well as to assess the impact of electoral event delivery activities programs/projects and initiatives on organizational objectives. Position has superior research, analytical and problem-solving skills to identify issues and contribute to and manage election officials and their environment for the delivery of electoral events. Position requires management, leadership and administrative skills to supervise staff, manage day-to-day activities of the unit, provide operational and functional guidance and prioritize work. Position has knowledge of computer technology systems and various software applications/database to utilize programs and electronic resources in the performance of job tasks. Position has knowledge of address standards in place and under development nationally, and their relationship to physical geography to ensure consistent products and to maintain data sharing capacity. Position has knowledge of privacy legislation related to the protection of personal information. Position has sound knowledge of financial management and accounting principles and practices, accounting policies and processes to manage the returning office budget, including the procurement and management of returning office materials, goods and services acquisitions.

Judgement:

The position works under the general direction of the Chief Electoral Officer and within the framework and scope of electoral legislation and EO's mandate, policies and practices. The position has latitude and exercises judgement in planning, and implementing workforce planning and recruitment strategies and in implementing electoral event delivery strategies and solutions to execute electoral and referenda events in their Ontario electoral district and that can be integrated with current electoral event delivery policy and legislative directions to meet the changing needs and requirements of electoral event delivery program /projects. Judgement is exercised in defining requirements and implementing strategies and plans covering all aspects of the recruitment and management of election staff and in managing effective communication and issues management strategies and plans to support staff in preparation for electoral event delivery. Judgement and initiative are exercised in managing projects that support the attainment of electoral event delivery program goals and objectives for the returning office and in overseeing modifications to existing electoral event delivery programs to reflect changes in program strategy/direction, legislation and stakeholder needs. Judgement is exercised in defining requirements and developing strategies and plans covering all aspects of returning office activity set-up, organization and operation, and managing a range of processes, procedures and standards. Judgement is exercised when developing and managing relationships with election staff and key stakeholders and coordinating activities that support election programs, initiatives and services. The position exercises judgement when participating in the establishment and implementation of performance standards, benchmarks, reporting and

measurement processes, identifying specific best practices and financial efficiencies and in identifying opportunities for the continuous improvement of electoral event delivery functions, processes and procedures.

Confidentiality:

Position has responsibility for working with the Chief Electoral Officer to implement policies and prepare event-delivery strategies and plans covering all aspects of the returning office's activities, where confidentiality is protected until such time as it is ready for public consumption, however, position may disclose confidential policy information to subordinate staff, within established policies that safeguard information.

Position has access to and may disclose performance and financial information about and related to individual returning office staff to Operational and Administrative Cluster managers and staff, where discretion and care must be taken to safeguard information. Position must exercise care and discretion in ensuring the protection and confidentiality of personal information, and determining what information can be disclosed when providing access to information. Position is responsible for safeguarding the integrity and security of personal information contained in the PREO database. Position approves and submits for payment event-related expenditures.

Position is responsible for ensuring accurate data entry of payroll and for taking payroll corrective actions when required.

Impact:

The position is responsible for managing the planning, implementation, administration and delivery of workforce management and recruitment, event delivery infrastructure, administrative and issues management strategies and plans to support their staff across their electoral district in the preparation and delivery of electoral events. These support new governmental policy directions and legislative initiatives and improvement in election processes, in support of EO's strategic plan. The position is responsible for managing the planning, development, administration and delivery of focused projects on electoral event infrastructure for the management and operation of all voting locations across their electoral district. The position is responsible for providing leadership management to monitor and improve service quality and for overseeing modifications to existing event delivery programs to reflect changes in program strategy/direction, legislation, and stakeholder requirements. The position is responsible for the establishment, maintenance and use of elector, geographic and address database and other register products required to plan and conduct electoral and referenda events. Position manages the returning office financial environment ensuring appropriate accountability and reporting. The position implements approved EO strategies, policies, programs and processes to ensure accurate, efficient, and quality use of human resources. Improper or poorly developed or implemented projects would have a direct impact on the integrity of the electoral process, compromising elector participation and access to electoral events, as well as EO's ability to deliver efficient and effective electoral event services and systems. Poorly conceived and managed projects and project budgets could result in considerable waste of resources and budget expenditures, impairing the ability of EO to meet its mandate, resulting in loss of confidence and embarrassment. Failure to appropriately develop, establish and maintain the elector, geographic and address database, and produce appropriate register products could result in the use of incorrect data and unusable products which could negatively impact the quality of the PREO, which in turn could mislead electors, parties and candidates by assigning them to the wrong electoral district or polling division. Inadequate financial management and control mechanisms will result in adverse audit findings and public censure of the CEO and Elections Ontario. Improper financial structure for the management of event period payments could result in inappropriate spending in excess of planned expenditures. The integrity of EO will be compromised if inadequate financial controls permit inappropriate expenditures. Inadequate human resource management affects the ability of EO to recruit, retain and train qualified and capable staff and secure an electoral workforce to successfully execute electoral events.

Contacts:

Position has a wide range of contacts with internal EO management in the preparation, execution and close-out of events, as well as in the management and execution of specific assignments. The position develops and maintains strong working relationships with EO management and staff, other Returning Officers, Election Clerks and RO Supports, to support the successful delivery of electoral events. Position has contacts with external

stakeholders, including electors, outreach groups, political candidates, landlords, suppliers/vendors, internal and external stakeholders and special interest groups to provide detailed information, explanation and interpretation of electoral event legislation, policies and procedures.

Supervision:

Position has direct supervisory responsibility for staff in the returning office, satellite offices (if applicable) and all voting locations, and is responsible for managing recruitment, performance reviews, training and development and employee relations. Position is responsible for leading project teams of varying size to support the administration of electoral events and related assignments.

Working Environment:

Position operates keyboard normally throughout the day to update the database, prepare documents, memos, reports, etc. The position requires a high level of concentration to research, analyze and determine design and structure of the operational framework of the delivery of election resources projects, activities, initiatives, and for determining appropriate performance standards, associated measurement and reporting tools, solutions and support, where deadlines and predictable peaks are expected. A high level of concentration must be exercised during electoral events where unanticipated issues and problems in the returning office must be resolved immediately. Position requires a high level of concentration to implement appropriate strategies, policies, programs and procedures. Position works in a high stress level office environment during electoral events. Position must be mobile and have access to a vehicle to conduct voting location visits, suppliers meetings and other assignments as required.