

Compulsory voting officer

Compulsory voting officers are engaged to support delivery of enforcement activities managed from and conducted within head office. These activities may include projects relating to mail processing, processing applications, public enquiries amongst others.

Compulsory voting officers report to a manager relevant to the operational area they are assigned to. This may be a team leader, project manager, or program manager.

The duties of compulsory voting officers may involve some or all the following tasks, as directed.

Duties:

- Complete all required training
- Conduct duties in an efficient, impartial, and professional manner
- Provide administrative support, including data entry
- Processing incoming and outgoing mail
- Receive, analyse and respond to public enquiries swiftly, accurately and objectively in complex and sensitive environments
- Provide accurate and appropriate information to the public regarding compulsory voting enforcement by phone and email. Record accurate details of the conversations
- Strictly adhere to the VEC privacy policy guidelines
- Assist with the receipt, packaging, and storage of materials, including sensitive electoral material
- Assessing and processing payments, responses, and applications according to legislative requirements
- Prepare documentation and reports for use by the relevant manager, and
- Other duties, as required.

When designated at a higher level, the compulsory voting officer will also:

- Manage aspects of project operations, as delegated
- Train and supervise staff on project tasks and activities.