

Compulsory Voting Officer Level 1 (CVLO L1) - Duty Statement

Title:	Compulsory Voting Officer Level 1 (CVLO L1)
Classification:	VPS Grade 1
Rate of pay:	\$37.20 (includes 25% casual loading)
Reports to:	Team Leader Compulsory Voting
Location:	Various (positions available across Victoria)
Last reviewed:	June 2026

1. Position statement

This role supports the delivery of compulsory voting enforcement activities by completing clearly defined, routine tasks under close supervision. These tasks may include mail processing, processing elector applications in response to their apparent failure to vote and responding to routine public enquiries.

2. Duties

- The Compulsory Voting Officer Level 1:
 - completes all required training
 - provides administrative support, including accurate and timely data entry
 - processes incoming and outgoing mail
 - assists with receiving, packaging and securely storing materials, including sensitive electoral material
 - processes payments, responses and applications in line with legislative requirements
 - responds to routine public enquiries promptly, accurately and objectively, and refers complex or sensitive matters to their supervisor
 - provides clear and appropriate information to the public about compulsory voting enforcement through email communication and keeps accurate records of all interactions
 - prepares documentation and reports as requested
 - seeks guidance from their supervisor when tasks fall outside established procedures or require judgement beyond their level
 - understands and follows the VEC code of conduct, VEC policies, guidelines and procedures, and risk standard procedures
 - other duties as requested.
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3. Key selection criteria

The Compulsory Voting Officer Level 1 is able to:

- follow established procedures, processes and the VEC guidelines accurately across all program activities
- complete administrative tasks accurately, including processing mail, applications for internal review, payments, and follow established processes with attention to detail
- respond to public enquiries promptly, accurately and professionally through email and keeping accurate records of all interactions
- communicate clearly, both in writing and verbally, with a diverse range of people
- work professionally and impartially, maintaining electoral integrity and confidentiality by following procedures, keeping accurate records and handling materials securely
- recognise when a task or enquiry requires escalation, and seek guidance from their supervisor promptly
- learn and use specialised in-house applications, if required.

4. Physical requirements

The following list is not exhaustive, and other tasks may be required.

The Compulsory Voting Officer Level 1 should be able to:

- move between sitting, standing and walking while undertaking tasks across different areas of the venue as required
- walk short distances upwards of 200 metres or more, depending on venue requirements
- safely, lift, carry and pack materials and equipment such as large security boxes (usually less than 13 kilograms), which may involve pushing, pulling and squatting actions
- use a laptop or computer for extended periods of time.