ELECTIONS CANADA
Service Agent (ESP) – Job Description

<table>
<thead>
<tr>
<th>Type of position</th>
<th>Must be Canadian and at least 16 years old on polling day</th>
<th>Must reside in ED or in an adjacent ED</th>
<th>Description</th>
<th>Reports to</th>
<th>Number of Hours and Hourly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Election Officer</td>
<td>☑️</td>
<td>n/a</td>
<td>Using REVISE system, the SA provides revision and special ballot voting services to electors in the RO and ESP offices. He/she may also do targeted revision and special ballot voting in isolated areas and for home visits, as required.</td>
<td>The Service Point Supervisor ESP</td>
<td>68 hrs $19.35/hr</td>
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For service agents working in:

- the ESP offices, located at (MacEwan University and NAIT) employment is for 5 days: October 5,6,7,8,9, until after close of office.
- ESP (University) Office Hours:
  - Weekdays:10:00am-10:30pm
  - Saturdays:10:00am-6:00pm
  - Sundays12:00-4:00pm:
- REQUIRE 7 positions at MacEwan and 10-12 positions at NAIT

Note: Two or more part-time persons may share the duties of each position. The time frames above may vary, and include training days.

**Key activities**

- Process revision and special ballot voting requests and issue ballots to electors.
- Conduct targeted revision or other outreach related services such as special ballot voting in isolated areas or home visits.
- Perform ballot box management daily and ensure that documents containing elector information, ballots boxes and ballots are securely stored at end of each day.

**Duties**

- Greet electors and determine which service they require
- Verify their identity/address
- Enter elector information in REVISE system or on paper application forms, as applicable
• Print and verify REVISE Journal Reports and partner’s Journal Reports for completeness
• Provide completed Journal Reports to the SPS for verification and follow-up
• Provide VICs to electors
• Inform electors of other voting sites
• Issue special ballot voting kits to electors once registered to vote by special ballot
• Assist electors in casting their vote, as required
• Visit electors in new developments, high-mobility areas, post-secondary institutions without ESP offices, shelters, First Nations reserves and long term care facilities
• Staff public revision desks on campuses without ESP offices and lobbies of high rises
• Complete paper revision forms
• Return forms to the office and give them to the SPS for verification
• Make corrections as instructed
• Participate in special ballot voting outreach in isolated areas, home visits, etc.
• Keep materials organized and secure at all times
• Manage ballot box contents daily with a supervisor present as of Day 15 (Oct 6th) for ESP offices
• Receive outer envelopes (check the local outer envelope in REVISE)
• Send local outer envelopes and related material to the RO office daily as of Day 15 (Oct 6th) for ESP offices
• Generate, print and manage reports

Qualifications

Experience

• Client service
• Secure handling of files and records
• Receiving, sorting and recording information
• Decision making
• Working under pressure

Knowledge of

• Electoral process
• ED in which he is active
• Revision and special ballot voting process

Abilities

• Analytical reasoning skills
• Communication skills—bilingualism an asset
• Editing/proofreading skills
• Map-reading skills to determine correct polling division
• Drive a vehicle where required (valid license)
• Time management, planning and scheduling
**Personal Suitability**

- Remain impartial in all dealings during electoral event
- Maintain a professional demeanour and exercise judgment and tact
- Keep information confidential
- Learn quickly, understand complex concepts and adapt to changing circumstances
- Sensitive and responsive to special needs of electors
- Work in teams, contribute as a team member
- Complete tasks and assignments in a timely and efficient manner
- Attention to detail
- Available and willing to work varying schedules

Please contact your Student Association to submit resume and leave your name.

**MacEwan Contact:** Evan MacDonald @ 780-497-5648

**NAIT Contact:** Jason Roth @ 780-471-7603