

## Process & Service Design Officer

<b>Position Status:</b>	Permanent
<b>Posting Status:</b>	Open
<b>Location:</b>	26 Prince Andrew Place, Toronto, Ontario M3C 2H4
<b>Salary Range:</b>	\$63,718 to \$88,178 per year
<b>Hours of Work:</b>	36.25 per week
<b>Posting Date:</b>	October 18, 2024
<b>Closing Date:</b>	November 01, 2024

### Who we are

The Office of the Chief Electoral Officer (Elections Ontario) is an independent, non-partisan office of the Legislative Assembly of Ontario, responsible for administering provincial elections, by-elections, and referenda in Ontario. We are committed to making voting easy and accessible for all electors, while maintaining the integrity, security, and transparency of the electoral process.

### Join our team

The Design & Strategic Innovations division of Elections Ontario is seeking a highly motivated individual for the position of Process & Service Design Officer. At the heart of EOs mandate is a commitment to delivering innovative, elector-centric solutions that make voting easy.

As part of our team, you will work on projects from initial research through to actionable. You will have the opportunity to apply a range of human-centered design methods, synthesize findings into meaningful strategies, and collaborate with cross-functional teams to deliver solutions that enhance the elector experience. You will play a key role in mapping elector journeys and evolving our service design practice. If you are passionate about advocating for the voice of the elector and enjoy strategic problem-solving in a dynamic environment. If you are passionate about advocating for the voice of the elector and thrive in a dynamic environment that values strategic problem-solving, we would be thrilled to have you join our team!

### What to expect in this role

Reporting to the Manager, Process & Service Design, you will

- You will work on projects from initial research and documentation through to developing insights, hypotheses, maps, and problem statements that deliver strategic roadmaps that inform the modernization agenda of EO.

# Elections Ontario

- Apply a variety of qualitative research methods with creativity and critical thinking, including techniques and frameworks such as design thinking, and other Human Centric Design approaches.
- Transform research findings into actionable insights that drive EOs modernization agenda by understanding elector behaviors and needs.
- Work closely with other teams within EO to ensure solutions remain client-centric, from concept evaluation through to implementation.
- Create and iterate prototypes to visualize and test design concepts. This includes building low to high-fidelity prototypes for web, mobile, and tablet interfaces. You'll collaborate closely with cross-functional teams to ensure prototypes align with business goals and user needs and gather feedback to refine and improve solutions.
- Summarize findings, insights, and recommendations through compelling storytelling and visuals, creating engaging presentations for teams and leadership at various levels.
- Build current and future-state journey maps to define key aspects of the elector journey, identify critical pain points, and opportunities to improve the experience and break down barriers to voting.
- Collaborate with DSI team members to innovate and enhance the service design practice within EO.
- Advocate for the elector's voice and educate the broader organization on the value of service design, fostering an empathetic culture that enhances both employee and elector experience.

## What you need to qualify

The ideal candidate will have the following qualifications and skills:

- 2-3 years in service design, user experience (UX), process improvement, or related roles, with experience in journey mapping, service blueprinting, and facilitating design thinking workshops.
- Strong ability to stay focused and persistent in solving complex problems, delivering outcomes, and seeing projects through from concept to completion.
- Proven skills in helping plan, organize, and manage multiple priorities while keeping projects on track to meet deadlines.
- Proficiency in design and collaboration tools such as virtual whiteboards (e.g., Miro), journey mapping software (e.g., TheyDo), prototyping tools (e.g., Creative Suite and Figma).
- Excellent verbal and written communication skills, with experience presenting ideas, facilitating discussions, and preparing clear documentation and reports.



- Creative and analytical thinker who can map complex service journeys and develop service blueprints to address organizational challenges and improve user experience.
- Must be legally entitled to work in Canada.

Elections Ontario offers alternative work arrangements (Telework or Compressed Work Week). This position requires in-office presence 4 to 5 days per week, based on operational requirements.

## How to apply

Our recruitment process reflects our mission to uphold the integrity and accessibility of the electoral process and to manage elections in an efficient, fair, and impartial manner. We offer career growth opportunities and a competitive rewards program.

Please submit your cover letter and resume as one attachment, quoting File #EO-2024-141 in the subject line, to the link [Process and Service Design Officer](#) no later than **November 1, 2024**.

We thank all applicants for their submission. Only those candidates selected for an interview will be contacted.

## How to request an accommodation

Elections Ontario is an equal opportunity employer. We are committed to fostering an inclusive, equitable and accessible environment, where all employees feel valued, respected, and supported.

Under the *Accessibility for Ontarians with Disabilities Act* and the *Ontario Human Rights Code*, we provide accommodations to applicants with disabilities throughout the recruitment and selection process. If you require a disability-related accommodation to participate, please call 1-888-668-8683, send a fax to 1-866-714-2809, TTY at 1-888-292-2312 or email [hr@elections.on.ca](mailto:hr@elections.on.ca).