

Returning Office Support Network (ROSN) Line Agent- General

Position Status:	Temporary - March 03, 2025 to June 27, 2025
Posting Status:	Open
Location:	26 Prince Andrew Place, Toronto, Ontario M3C 2H4
Salary Range:	\$63,718 to \$64,992 per year
Hours of Work:	36.25 per week
Posting Date:	December 18, 2024
Closing Date:	January 13, 2025
Shifts:	Must be able to work variable shifts between 8.00 am to 9:00 pm; 7 days per week.

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 Field Operations Management (FOM) unit of Elections Ontario is seeking ROSN Customer Service Support Agents to respond to telephone and/or email inquiries from the Returning Offices* pertaining to electoral information and/or electoral events. ROSN Agents will deliver consistent and accurate corporate messages to callers and respond to email inquiries in a professional and timely manner, ensuring compliance with customer service level commitments and protocols.

You will also manage the first level support of the internal ticketing systems, manage the automated email setup and configuration of incoming emails and act as first point of contact for additional staff during an event to ensure consistency in process and messaging.

***Returning Office:** Each electoral district has a local election office known as a returning office, which opens during a 'Register to Vote' program, when an election or by-election has been called. Voters can go to the returning office to vote by special ballot or during advance voting. They can also go to the returning office to update, add or remove their information on the voters list.

What to expect in this role

Reporting to the Supervisor (ROSN), and Manager (FOM), you will:

- Provide accurate, consistent tier one support when responding to a broad range of telephone and email inquiries from the Returning Offices on electoral administration and/or the electoral event.
- Maintain strong customer relationships by managing inquiries professionally and ensuring resolutions are accurate, even if they require additional time or discussion.
- Identify trends in first tier inquiry patterns, report findings and support in drafting FAQs.
- Identify and escalate tier 2 and tier 3 issues that cannot be answered based on an existing knowledge base of resources.
- Assist with inbound and outbound emails and provide consistent responses to email inquiries pertaining to electoral administration within the defined (Service Level Agreements) SLAs - for Queue Service Level.
- Prepare responses to common and/or unique questions that are asked from the Returning Office to ensure that the prescribed list of resources/materials is maintained and responsive to the current inquiry needs of the Key staff Officers of the Returning Office.
- Manage ICE telephony software by updating the "Line of Business (LoB)" after each call and ensuring accurate information is logged into the internal "Ticketing System".

What you need to qualify

- 2-3 years of experience with 'Customer Support' practices and processes (including customer service level commitments and protocols) to follow detailed instructions and scripts when answering telephone and/or email inquiries.
- Interpersonal and superior verbal and written communication skills in English and French to maintain effective relationships and relay information clearly to stakeholders, including Elections Ontario staff, Returning Officers, and their staff.
- Experience with Microsoft Office Suite (Teams, Excel, Word), telephony systems, managing emails, and ticketing system.
- Strong relationship management, problem-solving and analytical skills to ensure inquiries are addressed thoroughly and accurately.
- Must be legally entitled to work in Canada.

The successful candidates will be required to work in-office.

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, saved with your first and last name on the subject line, to [ROSN Line Agent - General](#) no later than **January 13, 2025**.

We thank all applicants for their submission. Shortlisted candidates will complete a written assessment. Upon completion of the written assessment, successful candidates will be invited to attend an interview.

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.