

2.3.10 Information officer

Context

Type of position	Must be Canadian and at least 16 years old on polling day	Must reside in ED	Description	Reports to	Names provided by political entities
Election officer & Poll worker	✓	n/a	The IO provides information services within a polling place; works in close association with the CPS to ensure electors are able to cast their ballots in an effective and safe manner.	The CPS	✓

Position description

Key activities

- Assist the CPS in the set-up, opening and closing of the polling place
- Direct electors to appropriate polling station, if necessary
- Greet candidates and their representatives, and directs to them to the CPS
- Collect forms, certificates, and sequence number sheets; organizes the sequence number sheets for the candidates on election day
- Perform other duties as requested by CPS

Duties

- Support the CPS in preparing to open the poll
- Set up the polling place:
 - put up signage
 - verify that workers know where parking, bus stops and bathrooms are located, and other general information, in order to adequately answer electors' questions
 - know which election officers speak which languages, so that if an elector arrives who does not speak their language, they know who can help

- understand the flow of electors, where line-ups are likely to form, and safety precautions being implemented
- Greet electors arriving at the polling place
- Direct electors to their polling station or to the registration desk
- Remind electors to have their VIC and ID available and answers their questions
- Recognize when an elector may need extra assistance and help them as necessary
- On election day, collect and organize sequence number sheets for candidates
- Greet candidates or representatives, and direct them to the CPS or give them their sequence number sheets
- Assist the CPS in controlling traffic and with any other activities:
 - at polling places not equipped with automatic door openers, stay by the doors at all times
 - open doors for electors who may have difficulty getting in
 - where electors may have to line up, ensure that they are doing so in a safe manner and following the guidelines posted
 - sanitize high-use surfaces, such as door handles, handrails, service desks, etc.
- Ensure that the poll closes at the prescribed time and that electors already inside the polling place at that time have exercised their right to vote
- Support the CPS or DROs in closing procedures, including counting the ballots

Qualifications

Experience

Welcoming and directing large groups to ensure that circulation occurs in an orderly fashion.

Knowledge of

- Roles and responsibilities of election officers within the central polling place
- English and/or French based on the specific needs of the polling station where he will be assigned. If the person is not bilingual, use [EC 50140](#)

Abilities

- Communication skills

Personal suitability

- Remains impartial in all dealings during electoral event
- Maintains a professional demeanour and exercise judgment and tact
- Remains focused and committed to the electoral process
- Remains sensitive and responsive to the needs of others
- Completes tasks and assignments

- Provides advance warning of significant changes in availability