Election Liaison Officer (ELO) - Duty statement

Title:	Election Liaison Officer (ELO)
Rate of pay:	$51.38 (inclusive of 25% casual loading)
Reports to:	Election Manager
Location:	Various (positions available across Victoria)
Last reviewed:	February 2026

1 Position statement

This role supports the effective operation of voting centres on election day. The Election Liaison Officer (ELO) monitors compliance with procedures and provides guidance and assistance to Voting Centre Managers. The role requires travel between voting centres using the officer's own vehicle.

2 Duties

The Election Liaison Officer:

- supports the delivery of voting services on election day by visiting allocated locations and representing the election manager
- completes all required training and becomes familiar with instructional products
- visits voting centres throughout election day and provides support and assistance to Voting Centre Managers as directed by the Election Manager
- observes and assesses voting processes and procedures, identifying issues and providing feedback to Voting Centre Managers
- handles enquiries from Voting Centre Managers, resolving or escalating as needed
- evaluates the performance of Voting Centre Managers
- carries and delivers election materials to voting centres and mobile voting teams as provided by the Election Manager
- carries and manages registered how-to-vote cards (HTVCs) as provided
- completes reports on voting centre operations and staff performance
- attends scrutiny at selected voting centres as required
- maintains comprehensive entries in the Election Liaison Officer journal
- maintains the security of ballot papers and other election materials at all times
- understands and follows the VEC code of Conduct, VEC policies, guidelines, procedures and risk standard procedures

- performs other duties as requested.

3 Key selection criteria

The Election Liaison Officer is able to:

- apply procedures and identify issues that require corrective action
- communicate effectively with the Election Manager, Voting Centre Managers, election casual staff, electors, candidates and campaigners
- provide support, feedback and guidance in a respectful and constructive manner
- work independently, manage time effectively and prioritise tasks across multiple locations escalating issues to the Election Manager as appropriate
- travel independently between voting centres using their own vehicle
- demonstrate sound judgement, integrity and attention to detail
- work flexibly and remain calm under pressure on election day
- work extended hours on election day.

4 Physical requirements

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

The Election Liaison Officer should be able to:

- stand or walk for extended periods with the ability to take postural breaks as needed
- safely lift, carry, and pack materials and equipment (usually less than 13 kg), which may involve pushing, pulling and squatting actions
- climb stairs if the venue has multiple levels
- perform tasks requiring fine motor skills, concentration and sustained visual focus.