Ordinary Issuing Officer (OIO) - Duty Statement

Title:	Election Official (Ordinary Issuing Officer)
Rate of pay:	$37.20 (inclusive of 25% casual loading)
Reports to:	Voting Centre Manager
Location:	Various (positions available across Victoria)
Last reviewed:	June 2026

1. Position statement

This role supports the conduct of the election at a voting centre by issuing ballot papers, assisting voters and following all procedures in the instructional products. The Election Official (Ordinary Issuing Officer) ensures a fair, efficient and secure voting experience and provides high quality customer service to all voters.

2. Duties

The Election Official (Ordinary Issuing Officer):

- reads and understands the instructional products
- assists in delivering voting services
- completes all required training
- arrives at the voting centre by 7:20 am and assists with setting up the centre before voting opens
- answers questions from voters and provides fair, friendly and helpful service including assistance to voters who require additional support
- marks electors on the roll and issues the correct ballot papers
- assists in keeping the voting centre and issuing areas tidy
- assists voters with general queries about voting and enrolment, including helping them complete relevant forms where required
- assists with the scrutiny and counting of ballot papers as directed
- assists with packaging ballot papers and materials
- remains at the voting centre until all duties are completed
- guards the ballot boxes as required
- manages queues as required
- maintains the security of ballot papers and other election materials at all times

- understands and follows the VEC code of conduct, VEC policies, guidelines and procedures, and risk standard procedures
- other duties as requested.

3. Key selection criteria

The Election Official (Ordinary Issuing Officer) is able to:

- provide clear, respectful and helpful customer service to all voters
- issue ballot papers correctly
- complete documentation accurately as directed
- follow instructions and work efficiently under time pressure
- communicate effectively with voters, colleagues and the Voting Centre Manager
- work in a busy environment with frequent interactions and repetitive tasks
- remain professional, impartial, reliable and attentive to detail
- uphold electoral integrity by following procedures, handling materials securely, completing records accurately and, maintaining confidentiality.

4. Physical requirements

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

The Election Official (Ordinary Issuing Officer) should be able to:

- move between sitting, standing and walking while undertaking tasks across different areas of the venue as required
- safely lift, carry, and pack materials and equipment (usually less than 13 kilograms), which may involve pushing, pulling and squatting actions
- perform tasks requiring fine motor skills, concentration and sustained visual focus.