

Compulsory Voting Officer Level 2 (CVOL2) - Duty Statement

Title:	Compulsory Voting Officer Level 2
Rate of pay:	\$42.33 (inclusive of 25% casual loading)
Reports to:	Team Leader Compulsory Voting
Location:	Melbourne CBD or Port Melbourne
Last reviewed:	June 2026

1. Position statement

This role supports the delivery of compulsory voting enforcement activities. It involves tasks such as roll scanning, processing mail and applications, and responding to public enquiries.

2. Duties

The Compulsory Voting Officer Level 2:

- completes all required training
 - provides administrative support, including accurate and timely data entry
 - processes incoming and outgoing mail
 - assists with receiving, packaging and securely storing materials, including sensitive electoral material
 - processes payments and assesses responses and applications in line with legislative requirements
 - responds to public enquiries promptly, accurately and objectively, including in complex or sensitive situations
 - provides clear and appropriate information to the public about compulsory voting enforcement through email communication, and keeps accurate records of all interactions
 - supports roll scanning and reconciliation activities as required
 - prepares documentation and reports as requested
 - when designated at a higher level, may manage aspects of project operations as delegated, including training and supervising staff on project tasks and activities
 - understands and follows the VEC code of conduct, VEC policies, guidelines and procedures, and risk standard procedures
 - performs other duties as requested.
-

3. Key selection criteria

The Compulsory Voting Officer Level 2 is able to:

- apply relevant legislation, rules and VEC procedures accurately across all program activities
- deliver accurate administrative and customer service support, including processing mail, applications, payments and responses, and responding to public enquiries in a timely, clear and professional manner
- complete administrative tasks accurately and follow established processes with attention to detail
- communicate clearly, both in writing and verbally, with a diverse range of people
- work professionally and impartially, maintaining electoral integrity and confidentiality by following procedures, keeping accurate records and handling materials securely
- learn and use specialised in-house applications, if required.

4. Physical requirements

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

The Compulsory Voting Officer Level 2 should be able to:

- move between sitting, standing and walking while undertaking tasks across different areas of the venue as required
- walk short distances upwards of 200 metres or more, depending on venue requirements
- safely lift, carry, and pack materials and equipment such as large security boxes (usually less than 13 kilograms), which may involve pushing, pulling and squatting actions
- use a laptop or computer for extended periods of time.