

Office Assistant Level 2 Personnel (OAL2P) - Duty Statement

Title:	Office Assistant Level 2 (Personnel)
Rate of pay:	\$42.33 (inclusive of 25% casual loading)
Reports to:	Hub Staffing Lead or Election Manager
Location:	Various (positions available across Victoria)
Last reviewed:	January 2026

1. Position statement

This role assists with recruiting and appointing election staff and helps maintain accurate staffing and training records to support the delivery of electoral events.

2. Duties

The Office Assistant Level 2 (Personnel):

- completes all required training
- manages the appointment of election staff
- uses the Personnel system to search for potential staff
- undertakes extensive phone and email contact with potential staff to gauge availability, provide information, and support the appointment process
- sends out letters of offer to potential staff and monitors the status of offers
- follows up with people who have not accepted or declined their offer by the due date
- flags the dispatch of hard copy training support materials in the Personnel system
- enters, quality assures or approves timesheets where required
- enters election staff assessment ratings
- monitors online training reports for election staff and follows up to ensure required training has been completed
- supports staff check-in processes, including verifying paperwork and distributing name tags and vests, as required
- supports workplace processes that help create a safe, well-organised and respectful workplace
- 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 Office Assistant Level 2 (Personnel) is able to:

- complete administrative tasks accurately and on time
- maintain accurate records and enter data with attention to detail
- follow established procedures accurately and consistently to support election processes
- demonstrate good computer skills and learn unfamiliar systems quickly
- confidently make a high volume of phone calls to engage with potential staff, communicating clearly and effectively with a diverse range of people
- communicate clearly and professionally in writing, including drafting emails to potential staff and providing information to internal stakeholders
- interact professionally and respectfully with a wide range of people
- manage tasks and follow up in a timely and professional manner
- work cooperatively in a team environment, contributing to a positive, efficient, and supportive workplace
- uphold electoral integrity by following procedures and maintaining confidentiality.

4. Physical requirements

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

The Office Assistant Level 2 (Personnel) should be able to:

- sit for long periods with the ability to take postural breaks as needed
- climb stairs if the venue has multiple levels
- use a laptop or computer and the telephone frequently and for extended periods of time.