



Deputy Returning Officer (DRO)

Purpose

The Deputy Returning Officer (DRO) is responsible for the conduct of voting at an assigned voting location, including issuing ballots to eligible electors in accordance with the Municipal Elections Act, 1996 and procedures established by the City Clerk. The DRO ensures the voting process is secure, accessible, orderly, and compliant with all legislative and procedural requirements.

Key Responsibilities

- Set up, open, operate, and close the voting location in accordance with Clerk's procedures
- Verify elector identity and qualifying address prior to issuing a ballot
- Issue ballots to eligible electors and instruct electors on voting procedures
- Administer oaths and declarations as required
- Provide assistance to electors, including those requiring accessibility accommodations
- Maintain accurate records and complete all required election documentation
- Ensure the security and integrity of ballots, ballot box, and election supplies
- Ensure poll staff, candidates, and scrutineers comply with election rules and procedures
- Maintain peace and order within the voting location
- Conduct vote counting or oversee tabulator close-out procedures, as applicable
- Report voting results to Election Headquarters as directed
- Return election materials to Election Headquarters as required
- Escalate issues or incidents to the Location Supervisor, Area Manager, or Election Headquarters as required

Qualifications

- Strong customer service, communication, and public relations skills
- Experience in conflict resolution and ability to exercise sound judgement



- Proficiency with electronic voting tools and data entry systems
- Ability to work in a fast-paced environment and manage competing priorities
- Knowledge of ward boundaries is an asset
- Ability to lift up to 30 pounds
- Successful completion of mandatory training and testing

All election officials are expected to uphold professionalism, confidentiality, impartiality, and accessibility standards in accordance with legislation and Clerk's procedures.