

Manager, Process Excellence

Position Status:	Permanent
Posting Status:	Open
Location:	51 Rolark Drive, Toronto, Ontario M1R 3B1 (Birchmount and Ellesmere)
Starting Salary:	\$96,813 per year
Hours of Work:	36.25 per week
Posting Date:	April 30, 2021
Closing Date:	May 10, 2021

Who we are

The Office of the Chief Electoral Officer (Elections Ontario) is an independent, non-partisan office of the Legislative Assembly of Ontario, responsible for administering provincial elections, by-elections, and referenda in Ontario. We are committed to making voting easy and accessible for all electors, while maintaining the integrity, security, and transparency of the electoral process.

Join our team

For the next provincial election, 50,000 staff will be hired, and 30,000 pieces of technology will be deployed to 4,000 locations. If the challenge of finding a better way and leading change excites you, then we have an enticing opportunity to work for an organization that offers career growth opportunities and a competitive rewards program.

As Manager, Process Excellence you will be an integral member of the Innovation and Electoral Transformation team responsible for leading change across the organization. As an internal consultant and coach, you will help the leadership team uncover opportunities and drive projects aimed at improving elections operations and stakeholder experience. Your sound analytical background, complemented with your process and service design skills will help Elections Ontario deliver on its mission.

What to expect in this role

Reporting to the Director, Innovation and Electoral Transformation, you will:

- Prepare and present roadmaps, operational performance analyses and recommendations.
- Work with the Research Team to diagnose, measure and analyze process performance.

- Formulate and manage the rollout of prototype and pilot projects.
- Work with business partners to build project plans for change implementation.
- Manage and prioritize the future capability backlog.
- Maintain the tactical roadmap for realizing Election Ontario's long-term vision, and monitor discovery and innovation projects that align with the vision through the Ready Next Committee.

What you need to qualify

- Track record identifying improvement opportunities and solving problems - ideally within an events-based and logistic-intensive enterprise.
- Passion for finding ways to improve organizational performance and customer service.
- Ability to facilitate design thinking techniques to garner optimal outputs from engaged stakeholders.
- Demonstrated ability to effectively deliver while getting the best from teams.
- Experience interacting with senior management and executives.
- Ability to collaborate, build relationships and influence internal and external stakeholders.
- Knowledge of waterfall and agile project management methods.
- Ability to effectively communicate complex topics to wide-ranging stakeholders.
- Creative problem solver and strategic thinker with a strong work ethic.
- Must be legally entitled to work in Canada.

How to apply

Our recruitment process reflects our mission to uphold the integrity and accessibility of the electoral process and to manage elections in an efficient, fair, and impartial manner. We offer career growth opportunities and a competitive rewards program.

Please submit your cover letter and resume as one attachment, quoting File # **EO-2021-46** in the subject line, to hr@elections.on.ca no later than **May 10, 2021**.

We thank all applicants for their submission. Only those candidates selected for an interview will be contacted.



How to request an accommodation

Elections Ontario is an equal opportunity employer. We are committed to fostering an inclusive, equitable and accessible environment, where all employees feel valued, respected, and supported.

Under the *Accessibility for Ontarians with Disabilities Act* and the *Ontario Human Rights Code*, we provide accommodations to applicants with disabilities throughout the recruitment and selection process. If you require a disability-related accommodation to participate, please call 1-888-668-8683, send a fax to 1-866-714-2809, TTY at 1-888-292-2312 or email hr@elections.on.ca.