

Municipal Services Coordinator

Position Status: Temporary Assignment to March 31, 2027 (5)
Posting Status: Open
Location: 26 Prince Andrew Place, Toronto, ON M3C 2H4
(Don Mills & Eglinton)
Starting Range: \$71,563 – \$100,052
Hours of Work: 36.25 per week
Posting Date: July 21, 2025
Closing Date: August 5, 2025

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

To support its expanded municipal elector list mandate the Register Division at Elections Ontario is looking for a process-oriented, Municipal Service Coordinator to help deliver the needed client support capabilities.

As an experienced customer service representative, working in partnership with internal and external stakeholders, you will be responsible for the implementation and operation of service processes involved in the provisioning and delivery of elector lists to Ontario's 444 municipalities and school boards.

What to expect in this role

Reporting to the Manager, Stakeholder Relations, you will:

- Maintain relationships with municipal and school board staff responsible for elections.
- Help municipal clients process election-related data changes in the portal.
- Coordinate the delivery of elector lists and services to municipal and school board clients.
- Implement service processes used to deliver elector lists to clients.
- Measure and assess process performance and client satisfaction to focus improvement efforts.

- Assist with team capacity building, such as recruiting and staff training.

What you need to qualify

- Demonstrated ability of building relationships with clients.
- Five years of experience in a deadline-driven customer service role.
- Track record of solving problems and creative thinking.
- Demonstrated willingness to learn.
- Ability to work on a team in a collaborative environment.
- Ability to diagnose complex processes and communicate them in a simple way.
- Understanding of information management processes and concepts.
- Strong technical proficiency in MS Office and SharePoint.
- Must be legally entitled to work in Canada.
- Bilingual (English/French) written and verbal communication (preferred).
- Experience with municipal election administration (preferred).
- Knowledge of municipal and provincial election legislation (preferred).

The successful candidate will be required to work in-office for the first three months of employment and may be required to work evenings and weekends. After this period, telework work opportunities may be offered for qualifying positions, subject to operational requirements.

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, no more than three pages in length, as one PDF attachment, quoting **File #EO-2025-41**. Please include your full name and competition # in the subject line and email to hr@elections.on.ca no later than **August 5, 2025**.

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.