



Manager, Business Processes and Training (1)

Position Status:	Temporary Assignment to May 30, 2027
Posting Status:	Open
Location:	(On-site) 26 Prince Andrew Place, North York, ON, M3C 2H4
Salary Band:	\$108,203 - \$130,357
Hours of Work:	36.25 per week
Posting Date:	April 24, 2026
Closing Date:	May 8, 2026

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.

At the heart of our work is a commitment to democracy – making voting easy and accessible for all electors, while maintaining the integrity, security, and transparency of the electoral process.

Join our team

The Field Operations and Training division of Elections Ontario is seeking an innovative and motivated leader to manage the development, design and delivery of election-related training and e-learning programs, designed to support election events in Ontario and delivered to Elections Ontario headquarters staff and a large, extended election workforce throughout the province.

This role requires a leader who can balance operational delivery with continuous improvement, bringing flexibility and a strong ability to adapt training approaches to meet evolving business needs, while ensuring training is always current and ready to be delivered.

What you can expect in this role

Reporting to the Director of Field Operations and Training, you will:

- Manage the planning, development, implementation and delivery of election-related programs (technical and non-technical) to support diverse audiences, including adult learners, temporary election workers, and a geographically distributed workforce across the province.

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- Lead the analysis of existing training programs, materials and delivery approaches to identify gaps and inform the development of new training strategies, methods and tools.
- Work collaboratively with business lines and stakeholders to understand training needs and ensure training solutions are aligned with operational requirements.
- Advise senior management on training strategy and policy, providing guidance on learning and training initiatives and requirements.
- Monitor and evaluate training plans to ensure programs, products and services effectively support business objectives and meet the learning needs of a diverse election workforce.
- Establish and maintain processes that support a sustainable, “always-ready” training model, ensuring programs, materials and delivery approaches remain current and ready for deployment at all times.
- Analyse the impact of policy and legislative changes, procedural updates, new technology and evolving corporate priorities on training strategies and initiatives and adapt approaches as required.
- Lead the development and maintenance of a centralized training knowledge base to support staff access to current information, tools and resources.
- Manage vendors supporting training products and tools, ensuring solutions are delivered effectively and meet operational requirements.
- Prepare comprehensive reports and deliver briefings on the status of, and recommendations for, projects, initiatives or programs.
- Participate on various committees, providing a training lens to assess the impact of policies, initiatives and projects, and coordinating the development of resulting training changes.
- Manage the work of a large team, ensuring flexibility and responsiveness to shifting priorities.
- Prepare and manage unit and project budgets.

What you need to qualify

- Highly developed management, leadership, and administrative skills to prioritize work and manage a large team to provide operational and functional guidance.
- Demonstrated expert knowledge of adult education theories, principles, and practices to plan, manage and evaluate Elections Ontario’s election training programs/services and e-learning initiatives.



- Demonstrated knowledge of recognized and emerging training and learning practices, trends and developments in learning and e-learning to support the evolution and continuous improvement of training programs.
- Demonstrated experience designing training strategies and implementation plans to support operational requirements.
- Demonstrated ability to analyze training programs, materials and delivery approaches to identify gaps and inform improvements.
- Developed process improvement and integration planning skills with experience leading or supporting change management initiatives to implement new approaches and improvements.
- Strong ability to collaborate with business lines and stakeholders to understand needs and translate them into effective training solutions.
- Demonstrated knowledge of project management and planning methodologies and budgeting skills to plan/manage special projects of varying size, as well as project and unit budgets.
- Highly developed oral/written communications, consultation, relationship management and interpersonal skills.
- Demonstrated technical and analytical, problem solving, research and organizational skills.
- Knowledge and understanding of the *Accessibility for Ontarians with Disabilities Act* and the *Human Rights Code* is an asset.
- Must be legally entitled to work in Canada.

This role requires in-office presence five (5) days per week. There is no hybrid option.

The successful candidate will be required to complete background and social media checks as part of the recruitment process.

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 PDF attachment, using format: **EO-2026-67, First Name Last Name** in the subject line, to jobs@elections.on.ca, no later than **4PM on May 8, 2026**.

Please note: Applications without a cover letter will not be accepted.



We thank all applicants for their submission, but 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 accommodation for 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.

At Elections Ontario, all resumes are screened by the Talent Acquisition team and Hiring Managers, without the use of AI. Criminal record checks also do not use AI. However, AI technology is used when conducting social media checks.

Elections Ontario posts salaries in accordance with ESA pay/transparency legislation. Individual salaries within the anticipated salary range are determined through various factors, including but not limited to internal equity, education, relevant experience, knowledge and applicable skill sets.