

## Process & Service Design Advisor

<b>Position Status:</b>	Permanent
<b>Posting Status:</b>	Open
<b>Location:</b>	26 Prince Andrew Place, Toronto, Ontario M3C 2H4
<b>Salary Range:</b>	\$84,478 – \$124,487
<b>Hours of Work:</b>	36.25 per week
<b>Posting Date:</b>	Monday, February 9, 2026
<b>Closing Date:</b>	Monday, February 23, 2026

### Who we are

Elections Ontario is an independent, non-political office of the Ontario Legislature. We administer provincial elections, by-elections, and referenda in Ontario and are committed to making voting easy and accessible, while maintaining the integrity, security, and transparency of the electoral process.

### Join our team

The Design & Strategic Innovation Division is seeking an experienced service design professional to join our team as a Process & Service Design Advisor. In this role, you will help shape and improve how electoral services are designed and delivered, ensuring they are user-centred, efficient, and aligned with Elections Ontario's legislative mandate and future-state priorities.

This role provides senior-level advisory expertise in service design and process improvement for someone who enjoys leading complex work, guiding others through influence and expertise, and translating research and insights into practical service improvements.

Elections Ontario values diversity and inclusion and is committed to building a workforce that reflects the communities we serve.

### What to expect in this role

Reporting to the Manager, Process & Service Design, you will:

#### Service Design & Delivery

- Lead end-to-end service design and process improvement initiatives to address complex operational challenges.
- Apply human-centered design and improvement methods (e.g., journey mapping, service blueprints, design thinking, lean).
- Translate user research, operational insights, and legislative requirements into actionable improvements.



## Leadership & Collaboration

- Provide functional leadership to service design staff and project teams, including work planning, coordination, and quality assurance.
- Facilitate workshops, design sessions, and stakeholder engagements.
- Collaborate across the organization and with external partners to deliver high-impact initiatives.

## Advice & Communication

- Provide expert advice on service design approaches, risks, and options to managers and senior stakeholders.
- Communicate findings through clear reports, presentations, and visual tools.
- Contribute to briefings, business cases, and recommendations.

## What You Need to Qualify

- Minimum 5 years' experience in service design, process improvement, human-centered design, or a related field, including end-to-end project leadership.
- Experience delivering complex initiatives in project-based or matrix environments.
- Experience providing functional leadership or coaching.
- Strong analytical and problem-solving skills, with the ability to synthesize complex information.
- Excellent communication and facilitation skills.
- Ability to align service design work with organizational priorities and legislative requirements.
- Legally entitled to work in Canada.

## Preferred Qualifications

- Post-secondary education in a related field or equivalent experience.
- Experience in the public sector or policy-driven environments.
- Familiarity with electoral administration, democratic institutions, or highly regulated services.
- Knowledge of service design or continuous improvement frameworks.
- Ability to converse in French (asset).

**Note:** This role requires full-time, in-office work (no hybrid option).

## 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.



Applicants are required to submit a portfolio or work samples demonstrating relevant service design and process improvement work. Shortlisted candidates will be required to complete a technical skills assessment, with a focus on strategic service design and analysis.

Please submit your cover letter, resume, portfolio and work samples as one attachment (pdf, or .docx format), add your first and last name and quote File #EO-2026-09 in the subject line, to [jobs@elections.on.ca](mailto:jobs@elections.on.ca) no later than February 23, 2026 at 11:59 p.m..

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](mailto:hr@elections.on.ca).