



Process & Service Design Coordinator (2)

Position Status:	1 - Permanent 1 - Temporary Assignment to July 31, 2027
Posting Status:	Open
Location:	(On-site) 26 Prince Andrew Place, North York, ON, M3C 2H4
Salary Band:	\$73,531 - \$102,803
Hours of Work:	36.25 per week
Posting Date:	May 7, 2026
Closing Date:	May 21, 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 Design & Strategic Innovation Division is seeking a service design professional to join our team as a Process & Service Design Coordinator. 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 supports day-to-day delivery of complex service design and process improvement projects across all phases, including discovery, prototyping, and implementation.

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

What you can expect in this role

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

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- Support the day-to-day delivery of complex service design and process improvement projects across all phases, including discovery, prototyping, and implementation, in alignment with manager direction and project scope.
- Apply human-centred design, service design, and process improvement methods (e.g., design thinking, journey mapping, service blueprints) to improve electoral services and internal processes.
- Design and facilitate workshops and collaborative sessions with a variety of stakeholders.
- Translate research insights, including stakeholder needs and quantitative data, into clear, practical, and elector-centred service and process improvements.
- Provide support to junior team members on key project deliverables (e.g., research findings, service maps, recommendations, reports, and presentations) to ensure quality, clarity, and usability.
- Collaborate with interdisciplinary teams to achieve project goals and maintain positive working relationships with other business units.
- Create compelling presentations and slide decks that use storytelling, visuals, and design tools to clearly communicate complex ideas to a range of audiences.

What you need to qualify

- Minimum 3 years of experience in a Service Design role, with demonstrated experience delivering service design projects.
- Post-secondary education in a design-related field, or equivalent experience preferred.
- Experience using service design techniques and methodologies in complex environments.
- Demonstrated ability to work in a collaborative environment and with multi-disciplinary teams.
- Experience providing support to junior staff in a project-based environment.
- Strong research, analytical, and problem-solving skills, with the ability to synthesize complex information into clear, actionable insights.
- Excellent communication skills, including facilitation, plain-language writing, and presentations.
- Experience using design software such as Adobe Suite, Miro, and Figma.
- Knowledge of service design techniques and methodologies.
- Experience in the public sector or policy-driven environments is an asset.



- Familiarity with electoral administration, democratic institutions, or highly regulated services is an asset.
- Ability to converse in French (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-2026-72, First Name Last Name** in the subject line, to jobs@elections.on.ca, no later than **4PM on May 21, 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.