

## Team leader compulsory voting

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The team leader reports to the manager, voting and enforcement services or the program coordinator. The team leader is to take responsibility for the delivery of all task activities allocated to the team including roll scanning and reconciliation, excuse processing, mail processing, assessing, Helpdesk operations or payments processing in an efficient, impartial, and professional manner.

### **Duties:**

- Apply legislation, rules, procedures, and processes applicable to the program
- Contribute to the drafting, review and establishment of procedures and processes
- Recruit, train and supervise casual staff on project or program tasks and activities
- Perform project or program tasks and activities (as delegated)
- Supervise and monitor staff performance to ensure task timelines are achieved
- Ensure that staff timesheets are entered into the Personnel Management System prior to the end of the pay periods
- Escalate any issues to the manager or coordinator, as required
- Prepare reports, as requested, and
- Any other duties as directed.

You will be required to demonstrate:

- Well-developed interpersonal and communication skills
- Excellent organisational and time management skills with an ability to work under pressure and with minimal supervision
- High level customer service and communication skills with the ability to receive and respond to enquires swiftly and accurately
- Good written and verbal English skills
- Flexibility and ability to work under pressure
- Ability to perform quality assurance duties
- Knowledge of the rules surrounding compulsory voting enforcement
- Ability and willingness to work in a team environment.