

Duty Statement

Position:	Central Processing Centre (CPC) Supervisor
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Role Summary

The Central Processing Centre (CPC) Supervisor is accountable to Declaration Vote Project Manager and Postal Voting Project Manager.

The position is primarily responsible for the supervision of work teams who will undertake enrolment investigations; data entry; receipt and management of election materials; declaration vote exchange; customer service; and other administration tasks.

Key Duties

The key duties for the Central Processing Centre (CPC) Supervisor are to:

- train and supervise of assigned work teams
- management of workflow
- clerical and quality checks
- enrolment investigations
- processing postal vote applications
- data entry
- receipt and management of election materials
- declaration vote exchange
- customer service
- incident management
- assisting the relevant Project Managers with administrative tasks.

CPC Supervisors must follow procedures and methods of work to ensure the safety and wellbeing of fellow staff, contractors and visitors at all times.

Essential Hours of Duty

- The role will work on a rostered basis February and March 2026
- The role requires flexibility in working hours, including limited weekend and after normal business hours work.

Essential requirements

- available to work the essential hours of duty
- ability to work effectively under pressure to manage a large volumes of enquiries
- experience supervising work teams
- a courteous and professional telephone manner
- effective interpersonal and communication skills
- familiar with clerical procedures in an office environment
- confident typing with high alpha numeric data entry speed
- competent level of computer literacy
- ability to maintain confidentiality
- ability to follow procedures exactly

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- high attention to detail and ability to maintain accurate details
- good teamwork and customer service skills
- ability to work safely.

Reports to

- Declaration Vote Project Manager and Postal Voting Project Manager.

Special Conditions

- In order to not compromise the strict neutrality of the Commission, no person who is active in political affairs or intends to carry on this activity may be an employee
- appointment is subject to a satisfactory Criminal History Check.