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| **Support clerk (CR-03)** |
| External Process |

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|  | | | **ESSENTIAL QUALIFICATIONS** | |
|  | | | **Education** | |
| **Mandatory** | | | * Secondary school diploma or employer-approved alternatives (a satisfactory score on the PSC test approved as an alternative to a secondary school diploma; or an acceptable combination of education, training and/or experience) | |
|  | | | **Experience** | |
| **Optional choice** | | | * Experience in performing clerical duties * Experience in using technology (e.g. e-mail, Internet and word processing) | |
|  | | | **Abilities and Personal Suitability** | |
| **Mandatory** | | | * Communication (oral) * Communication (written) * Thinking Skills * Verification and Accuracy * Working with Others * Client Focus * Dependability | |
| **Mandatory for mail room positions** | | | * Ability to lift 10-23kg | |
|  | | | **Official Language Proficiency** | |
| **Mandatory choice** | | | * English Essential * French Essential * English or French Essential * Bilingual Imperative – Level: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ * Bilingual Non-Imperative – Level: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | |
|  | | **ASSET QUALIFICATIONS** | | |
|  | | **Education** | | |
| **Optional choice** | | * Successful completion of two (2) years post-secondary education from a recognized educational institution (e.g. community college, CEGEP, university) * Successful completion of a three (3) year post-secondary diploma from a recognized academic institution * Graduation with a degree from a recognized post-secondary institution. | | |
|  | | **Experience** | | |
| Any of the following qualifiers can be used for experience factors within the assets qualifications section: **Experience**; **Experience with good results**; **Recent experience**; **Recent experience with good results**; **Significant experience**; **Significant experience with good results**; **Recent and significant experience**; **Recent and significant experience with good results**. Please refer to the Users Guide: Standardized Statement of Merit Criteria & Conditions of Employment for more information about qualifiers. | | |
| **Optional choice** | | * in verifying and authenticating information * in maintaining databases * in working in a high-volume client service environment * in delivering services or programs to the general public involving obtaining and providing information requiring explanation or clarification * in working in a mailroom | | |
| **Optional choice**  **for Call Centre** | | * in working in a call centre environment | | |
|  | | **Knowledge** | | |
| **Optional choice** | | * Knowledge of Service Canada service offerings * Knowing our business | | |
|  | | **Abilities** | | |
| **Optional choice** | | * Applying Principles and Procedures * Using Technology * Diagnostic Information Gathering | | |
|  | | **Personal Suitability** | | |
| **Optional choice** | | * Changing and Learning * Initiative * Positive Attitude | | |
|  | | **OPERATIONAL REQUIREMENTS** | | |
| **Optional choice** | | * Willing and able to work overtime as required | | |
|  | **ORGANIZATIONAL NEEDS** | | | |
| **Optional choice** | * In order to achieve a representative workforce, selection may be based on qualified candidates self-identifying (at time of application) as being: * a member of visible minority group * an aboriginal person * a person with a disability * a woman | | | |
|  | | | | **CONDITIONS OF EMPLOYMENT** |
|  | | | | **Reliability and Security** |
| **Mandatory** | | | | * Reliability Status |
|  | | | | **Other Conditions of Employment** |
| **Optional choice** | | | | * Willing and able to travel for training purposes * Willing and able to work shift work |
| **Mandatory for mail room positions** | | | | * Willing and able to lift 10-23 kg |