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| **Business Support Assistant (CR-04)** |
| 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** | |
| **Mandatory** | | | * Experience in using technology (e.g. e-mail, Internet and word processing) * Experience in providing general administrative or program support | |
|  | | | **Abilities and Personal Suitability** | |
| **Mandatory** | | | * Communication * Thinking Skills * Verification and Accuracy * Dependability * Judgement * Planning and Organizing | |
|  | | | **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 two (2) years post-secondary education from a recognized educational institution (e.g. community college, CEGEP, university) with a specialization in \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (manager to specify program) * Diploma in Business Administration * 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 using a computerized facilities management system * in using a computerized materiel management system * in using a computerized security management system * in using a computerized travel management system * in coordinating facilities management activities such as office moves and installation of furniture * in facilitating the maintenance and use of fleet vehicles * in providing administrative support services in office accommodation and/or security * in creating and maintaining databases * in providing support services related to human resources * in providing support services related to administration (e.g. procurement, records management, mail room services, etc.) * in providing support services related to finance (e.g. travel claims, invoicing, etc.) * in the use of a human resources or financial information management system * in the preparation of financial or statistical reports * in performing reception duties * in using Microsoft Word * in using Microsoft Excel * in using Microsoft PowerPoint * in using the various functions of Microsoft Outlook * in coordination services for the senior manager and staff of an organization * in organizing meeting and conferences * in formatting and tracking documents such as memoranda, briefing notes, and correspondence * in making travel arrangements and preparing travel claims * in processing invoices for payment * in using a corporate management system related to financial or human resources information | | |
|  | | **Knowledge** | | |
| **Optional choice** | | * Knowing our business * Knowledge of Service Canada service offerings * Knowledge of principles, policies and practices related to the management of human resources, finance, procurement and government information in the Federal Public Service | | |
|  | | **Abilities** | | |
| **Optional choice** | | * Applying Principles and Procedures * Using Technology * Diagnostic Information Gathering * Arithmetic Calculation | | |
|  | | **Personal Suitability** | | |
| **Optional choice** | | * Changing and Learning * Initiative * Interpersonal Awareness * Positive Attitude * Client Focus * Working with Others | | |
|  | | **OPERATIONAL REQUIREMENTS** | | |
| **Optional choice** | | * Willing and able to work overtime as required * Willing and able to travel | | |
|  | **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 |