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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)
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|  | **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: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
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|  | **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
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|  | **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
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|  | **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
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|  | **CONDITIONS OF EMPLOYMENT** |
|  | **Reliability and Security** |
| **Mandatory** | * Reliability Status
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