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| **Citizen Services Officer (PM-01)** |
| 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 delivering services or programs to the general public involving obtaining and providing information requiring explanation or clarification
 |
|  | **Abilities and Personal Suitability** |
| **Mandatory** | * Communication (oral)
* Communication (written)
* Thinking Skills
* Verification and Accuracy
* Diagnostic Information Gathering
* Client Focus
* Interpersonal Awareness
* Dependability
 |
|  | **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) with a specialization in \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (manager to specify program)
* Graduation with a degree from a recognized post-secondary institution in \_\_\_\_\_\_\_\_\_\_\_\_\_\_ (manager to specify program)
* Graduation with a degree from a recognized post-secondary institution.
* Graduation with a degree from a recognized post-secondary institution with a specialization in \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (manager to specify program)
 |
| **Optional choice** **for Citizen Services** | * Successful completion of a three (3) year post-secondary diploma from a recognized academic institution
 |
| **Optional choice** **for Call Centre** | * Successful post-secondary training in Call Centre operations
 |
|  | **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 delivering services or programs to the general public involving obtaining and providing information requiring explanation or clarification
* in working in a high-volume client service environment
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| **Optional choice** **for Citizen Services** | * in providing information or assistance regarding government offerings or programs or service requirements
* in promoting services or programs to individuals and the community
* in delivering presentations to various stakeholders or groups of individuals
* in using technology (e.g. e-mail, Internet and word processing)
* in working with client segments including any of the following: Aboriginal people, youth, seniors, newcomers, persons with disabilities
 |
| **Optional choice** **for Call Centre** | * in working as a call centre agent
* in working in a government call centre
 |
|  | **Knowledge** |
| **Optional choice** | * Knowing our business
 |
| **Optional choice** **for Citizen Services** | * Knowledge of Service Canada service offerings
* Knowledge of the socio-economic conditions of the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (name service area)
 |
| **Optional choice** **for Call Centre** | * Knowledge of the Employment Insurance (EI) claims calculation and assessment process
* Knowledge of Canada Pension Plan (CPP) benefits and service delivery
* Knowledge of Old Age Security (OAS) benefits and service delivery
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|  | **Abilities** |
| **Optional choice** | * Applying Principles and Procedures
* Using Technology
* Presentation Skills
 |
| **Optional choice** **for Citizen Services** | * Ability to speak proficiently in \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (identify 3rd language)
 |
|  | **Personal Suitability** |
| **Optional choice** | * Changing and Learning
* Initiative
* Positive Attitude
* Working with Others
* Judgement
 |
|  | **OPERATIONAL REQUIREMENTS** |
| **Optional choice** | * Willing and able to travel to and work at the service area’s alternate locations and to alternate points of service, based on operational requirements
* Willing and able to work outside core hours, including evenings and weekends, as per operational requirements
* Willing and able to work overtime as required
* Willing and able to travel for extended periods for the purpose of training
* Willing and able to work scheduled shifts and weekends, as required
* Willing to travel to small remote communities
* May be required to work Saturdays
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| **Optional choice** **for Call Centre** | * May be required to work full time hours during training period
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|  | **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 variable hours, including working weekends and/or shift work and/or overtime, and/or part-time or full time hours based on operational requirements
* Willing and able to work overtime, as required
* Willing to travel within the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (name service area) Service Area to alternate service locations
* Required to provide outreach services to remote sites within \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (name service area) Service Area
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