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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: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | |
|  | | **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 | | |
| **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 | | |
|  | | **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 | | |
| **Optional choice**  **for Call Centre** | | * May be required to work full time hours during training period | | |
|  | **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 |