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| **Program Officer (PM-02)** |
| 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 * Experience in collaborating with community partners and stakeholders | |
|  | | | **Abilities and Personal Suitability** | |
| **Mandatory** | | | * Communication (oral) * Communication (written) * Thinking Skills * Working with Others * Client Focus * Diagnostic Information Gathering * Relationship Building * 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** | | * Graduation with a degree from a recognized post-secondary institution * Successful completion of a three (3) year post-secondary diploma from a recognized academic 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 developing effective and collaborative working relationships with partners, stakeholders or various levels of government * in administering grants and contribution programs * in negotiating * in applying basic accounting principles and tools * in developing or promoting working level partnerships within the aboriginal community * in developing or promoting working level partnerships within the homelessness community * in developing or promoting working level partnerships within the persons with disabilities community * in developing or promoting working level partnerships within the youth community * in working with individuals and or groups representing individuals from diverse social economic segments of society * 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 * in delivering Service Canada services to the general public involving obtaining and providing information requiring explanation or clarification | | |
|  | | **Knowledge** | | |
| **Optional choice** | | * Knowing our business * Knowledge of basic business and accounting practices and tools * Knowledge of the regional labour market and government and community service providers * Knowledge of the department’s local and regional funding programs | | |
|  | | **Abilities** | | |
| **Optional choice** | | * Using Technology * Presentation Skills * Applying Principles and Procedures * Verification and Accuracy * Negotiation Skills * Planning and Organizing | | |
|  | | **Personal Suitability** | | |
| **Optional choice** | | * Changing and Learning * Initiative * Positive Attitude * Decisiveness * Judgement | | |
|  | | **OPERATIONAL REQUIREMENTS** | | |
| **Optional choice** | | * Willing and able to work outside core hours, including evenings and weekends, as per operational requirements * Willing and able to travel within the service area, as per operational requirements (may require overnight accommodation) * Willing and able to travel by various modes of transportation | | |
|  | **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 |