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| **Support Clerk (CR-03)** |
| Internal 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** |
| **Optional choice** | * Experience in performing clerical duties
* Experience in using technology (e.g. e-mail, Internet and word processing)
 |
|  | **Abilities and Personal Suitability** |
| **Mandatory** | * Communication (oral)
* Communication (written)
* Thinking Skills
* Verification and Accuracy
* Working with Others
* Client Focus
* Dependability
 |
| **Mandatory for mail room positions** | * Ability to lift 10-23kg
 |
|  | **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)
* 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 verifying and authenticating information
* in maintaining databases
* in working in a high-volume client service environment
* in delivering services or programs to the general public involving obtaining and providing information requiring explanation or clarification
* in delivering services to clients involving obtaining and providing information requiring explanation or clarification
* in working in a mailroom
 |
| **Optional choice** **for Call Centre** | * in working in a call centre environment
* in working in a Service Canada Call Centre environment
 |
| **Optional choice** **for Processing and Payment Services** | * in delivering support services in Canada Pension Plan (CPP)
* in delivering support services in Old Age Security (OAS)
* in delivering support services in Employment Insurance (EI)
 |
| **Optional choice** **for Integrity Services** | * in delivering support services in Integrity Services
 |
| **Optional choice** **for Labour Market and Social Development Programs** | * in delivering support services in Labour Market and Social Development Programs (LMSDP)
 |
|  | **Knowledge** |
| **Optional choice** | * Knowledge of Service Canada service offerings
* Knowing our business
 |
|  | **Abilities** |
| **Optional choice** | * Applying Principles and Procedures
* Using Technology
* Diagnostic Information Gathering
 |
|  | **Personal Suitability** |
| **Optional choice** | * Changing and Learning
* Initiative
* Positive Attitude
 |
|  | **OPERATIONAL REQUIREMENTS** |
| **Optional choice** | * Willing and able to work overtime as required
 |
|  | **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
 |
| **Mandatory for mail room positions** | * Willing and able to lift 10-23 kg
 |