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| **Program SUPPORT Clerk (CR-04)**  **\*\* For use by bdsb Pensions and ISb only \*\*** |
| 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** | | |
| **Mandatory** | | | * Experience in using technology (e.g. e-mail, Internet and word processing) | | |
| **Mandatory choice** | | | * Experience in delivering services or programs to the general public involving obtaining and providing information requiring explanation or clarification   **OR**   * Experience in delivering services to clients involving obtaining and providing information requiring explanation or clarification | | |
|  | | | **Abilities and Personal Suitability** | | |
| **Mandatory** | | | * Communication (oral) * Communication (written) * Thinking Skills * Verification and Accuracy * Working with Others * Client Focus * 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) * 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 |
| **Optional choice**  **for Benefits Delivery Services** | | | | | * in delivering support services in Canada Pension Plan (CPP) * in delivering support services in Canada Pension Plan Disability (CPP-D) * in delivering support services in International Operations * in delivering support services in Old Age Security (OAS) * in providing financial support services |
| **Optional choice**  **for Integrity Services** | | | | | * in delivering support services in Integrity Services |
|  | | | | | **Knowledge** |
| **Optional choice** | | | | | * Knowledge of Service Canada service offerings * Knowing our business * Knowledge of Canada Pension Plan (CPP) benefits and service delivery * Knowledge of Canada Pension Plan Disability (CPP-D) benefits and service delivery * Knowledge of Old Age Security (OAS) benefits and service delivery * Knowledge of International Operations benefits and service delivery * Knowledge of the department's Integrity Operations' (IO) program, practices and tools |
|  | | | | | **Abilities** |
| **Optional choice** | | | | | * Applying Principles and Procedures * Using Technology * Diagnostic Information Gathering |
| **Optional choice**  **for Benefits Delivery Services** | | | | | * Arithmetic Calculation |
|  | | | | | **Personal Suitability** |
| **Optional choice** | | | | | * Changing and Learning * Initiative * Positive Attitude * Interpersonal Awareness |
|  | | **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 | |