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| **PROGRAM Services Officer (PM-01)**  **\*\* 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 | |
| **Optional choice** | | | * Experience in applying legislation and policies | |
|  | | | **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) * 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 (both Pensions and Integrity)** | | * in delivering support services in Canada Pension Plan (CPP) * in delivering support services in Old Age Security (OAS) * in delivering support services in Canada Pension Plan Disability (CPP-D) * in delivering support services in International Operations * in delivering support services in Integrity Services * in determining eligibility for Canada Pension Plan (CPP) benefits * in determining eligibility for Old Age Security (OAS) benefits * in working in a high-volume client service environment * in interviewing clients * in delivering presentations to various stakeholders or groups of individuals * in conducting investigations | | |
| **Optional choice (Integrity only)** | | * in the Employment Insurance (EI) claims calculation and assessment process | | |
|  | | **Knowledge** | | |
| **Optional choice** | | * Knowledge of Service Canada service offerings * Knowing our business * Knowledge of the Employment Insurance (EI) adjudication process * Knowledge of Canada Pension Plan (CPP) 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 * Arithmetic Calculation | | |
|  | | **Personal Suitability** | | |
| **Optional choice** | | * Changing and Learning * Initiative * Positive Attitude * Working with Others * Judgement | | |
|  | | **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 |