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| **PROGRAM Services Officer (PM-01)****\*\* For use by bdsb Pensions and ISb only \*\*** |
| Internal Process |

|  |  |
| --- | --- |
|  | **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
 |