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| **Service Canada Benefits Officer (PM-02)** |
| 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 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 | |
| **Mandatory choice** | | | * Experience in interpreting and applying legislation or policies   **OR**   * Recent and significant experience in interpreting and applying legislation or policies   **OR**   * Recent and significant experience in interpreting and applying policies, procedures or legislation in the delivery of the Employment Insurance (EI) programs and services   **OR**   * Recent and significant experience in interpreting and applying policies, procedures or legislation in the delivery of the Canada Pension Plan (CPP) programs and services or the Old Age Security (OAS) programs and services   **OR**   * Recent and significant experience in interpreting and applying policies, procedures or legislation in the delivery of Service Canada Specialized Processing programs or services   **OR**   * Recent and significant experience in interpreting and applying policies, procedures or legislation in the delivery of the Employment Insurance (EI) programs and services or the Canada Pension Plan (CPP) programs and services or the Old Age Security (OAS) programs and services   **OR**   * Recent and significant experience in interpreting and applying policies, procedures or legislation in the delivery of the Employment Insurance (EI) programs and services or the Canada Pension Plan (CPP) programs and services or the Old Age Security (OAS) programs and services or Service Canada Specialized Processing programs or services | |
|  | | | **Abilities and Personal Suitability** | |
| **Mandatory** | | | * Communication (oral) * Communication (written) * Thinking Skills * Diagnostic Information Gathering * Client Focus * Interpersonal Awareness * Dependability * Decisiveness | |
|  | | | **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 the Employment Insurance (EI) claims calculation and assessment process * in the Employment Insurance (EI) adjudication process * in determining eligibility for Canada Pension Plan (CPP) benefits * in determining eligibility for Old Age Security (OAS) benefits * in conducting fact-finding interviews in complex situations * in presenting at Review Tribunals or Employment Insurance (EI) appeals * in using Employment Insurance (EI) on-line systems | | |
|  | | **Knowledge** | | |
| **Optional choice** | | * Knowledge of Service Canada service offerings * Knowing our business * Knowledge of the Employment Insurance (EI) claims calculation and assessment process * Knowledge of Canada Pension Plan (CPP) benefits and service delivery * Knowledge of Old Age Security (OAS) benefits and service delivery | | |
|  | | **Abilities** | | |
| **Optional choice** | | * Using Technology * Applying Principles and Procedures * Verification and Accuracy | | |
|  | | **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 * Willing and able to travel within \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (name service area) Service Area to alternate service locations | | |
|  | **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 |