|  |
| --- |
| **Project Coordinator (PM-02)** |
| 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 participating in working groups or on a project
 |
| **Optional choice** | * \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (any additional experience qualifications specific to the nature of the project)
 |
|  | **Abilities and Personal Suitability** |
| **Mandatory** | * Communication (oral)
* Communication (written)
* Thinking Skills
* Dependability
* Planning and Organizing
 |
|  | **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)
* Successful completion of two (2) years post-secondary education from a recognized educational institution (e.g. community college, CEGEP, university) with a specialization in \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (manager to specify program)
* Graduation with a degree from a recognized post-secondary institution
* Graduation with a degree from a recognized university in \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (manager to specify program)
 |
|  | **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 using technology (particularly project management software or applications)
* in working collaboratively with others
* in planning and organizing events
* in providing advice and guidance regarding Service Canada programs, services or policies
* in coordinating project teams or working groups
* in establishing and maintaining collaborative working relationships with internal or external partners and stakeholders
* in developing or coordinating the introduction of new and improved methods, products, procedures or technologies
* in developing or implementing initiatives to improve services to clients
* in managing projects
* in leading or facilitating working groups
* in preparing written documents such as briefing notes, ministerial enquiry responses or research papers
 |
| **Optional choice** **for Citizen Services** | * in delivering Service Canada services
* in providing advice and guidance regarding Service Canada policies or service offerings
* in working in the Student Employment Program
* in working with client segments including any of the following: Aboriginal people, youth, seniors, new comers, persons with disabilities
 |
| **Optional choice** **for Processing and Payment Services** | * in providing services relative to the delivery of the Employment Insurance (EI) program
* in providing services relative to the delivery of Canada Pension Plan (CPP) benefits
* in providing services relative to the delivery of Old Age Security (OAS) benefits
* in providing services relative to the delivery of Special Processing programs/benefits
 |
| **Optional choice** **for Integrity Services** | * in applying the department’s Integrity Operations program, practices, principles and tools
 |
| **Optional choice** **for Labour Market and Social Development Programs** | * in applying social and community development theories and practices
* in working with local labour market, government and community service providers
* in working with client segments including any of the following: Aboriginal people, youth, seniors, new comers, persons with disabilities
 |
|  | **Knowledge** |
| **Optional choice** | * Knowledge of Service Canada service offerings
* Knowing our business
 |
| **Optional choice** **for Processing and Payment Services** | * Knowledge of the Employment Insurance Program, its mandate, vision and priorities
* Knowledge of Canada Pension Plan (CPP) benefits and service delivery
* Knowledge of Old Age Security (OAS) benefits and service delivery
* Knowledge of specialized processing
 |
| **Optional choice** **for Integrity Services** | * Knowledge of the Employment Insurance Program, its mandate, vision and priorities
* Knowledge of Canada Pension Plan (CPP) benefits and service delivery
* Knowledge of Old Age Security (OAS) benefits and service delivery
* Knowledge of specialized processing
* Knowledge of the department's Integrity Operations' (IO) program, practices and tools
 |
| **Optional choice** **for Labour Market and Social Development Programs** | * Knowledge of the Department’s Labour Market and Social Development Programs
 |
|  | **Abilities** |
| **Optional choice** | * Using Technology
 |
|  | **Personal Suitability** |
| **Optional choice** | * Client Focus
* Changing and Learning
* Initiative
* Positive Attitude
* Working with Others
* Results Orientation
 |
|  | **OPERATIONAL REQUIREMENTS** |
| **Optional choice** | * Willing and able to work overtime
* Willing and able to travel
 |
|  | **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
 |