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| **Project Coordinator (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** | | | * 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 | |