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| **Team Leader (PM-03)** |
| 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 to clients involving obtaining and providing information requiring explanation or clarification   **OR**   * Recent and significant experience in delivering services to clients involving obtaining and providing information requiring explanation or clarification |
| **Optional choice** | * Recent and significant experience in interpreting and applying policies, procedures or legislation in the delivery of the Employment Insurance (EI) programs and services * Recent and significant experience in interpreting and applying policies, procedures or legislation in the delivery of the Canada Pension Plan (CPP) programs and services * Recent and significant experience in interpreting and applying policies, procedures or legislation in the delivery of the Old Age Security (OAS) programs and services * Recent and significant experience in interpreting and applying policies, procedures or legislation in the delivery of Service Canada Specialized Processing programs or services * Recent and significant experience in interpreting and applying policies, procedures or legislation in the delivery of the Labour Market and Social Development Programs (LMSDP) programs and services |
|  | **Abilities and Personal Suitability** |
| **Mandatory** | * Communication (oral) * Communication (written) * Engagement * Values and Ethics * Strategic Thinking * Management Excellence * Client Service Excellence |
|  | **Official Language Proficiency** |
| **Mandatory choice** | * English Essential * French Essential * English or French Essential * Bilingual Imperative – Level: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ * Bilingual Non-Imperative – Level: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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|  | **ASSET QUALIFICATIONS** |
|  | **Education** |
| **Optional choice** | * Graduation with a degree from a recognized post-secondary institution. * 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 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 (\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_) (specify application) * in delivering services to clients involving obtaining and providing information requiring explanation or clarification * in supervising or leading teams * in coaching * in interpreting and applying policies, procedures or legislation in the delivery of the Employment Insurance (EI) programs and services * in interpreting and applying policies, procedures or legislation in the delivery of the Canada Pension Plan (CPP) programs and services * in interpreting and applying policies, procedures or legislation in the delivery of the Old Age Security (OAS) programs and services * in leading a project or leading a team or group within Pensions * in leading a project or leading a team or group within Employment Insurance (EI) * in leading a project or leading a team or group within Specialized Processing * in leading a project or leading a team or group within Integrity Services * in leading a project or leading a team or group within Citizen Services * in leading a project or leading a team or group within Labour Market and Social Development Programs (LMSDP) * in leading a project or project team * in delivering programs or services in Processing & Payment Services including; Canada Pension Plan (CPP), Old Age Security (OAS), Canada Pension Plan Disability (CPPD), Integrity Operations (IO), Insurance Payment Operational Centre (IPOC), Insurance and Special Processing * in delivering programs or services in Integrity Services * in delivering programs or services in Citizen Services * in delivering programs or services in Labour Market and Social Development Programs (LMSDP) * in supervising off-site (or in a virtual environment) * in workload management – defined as collecting and analysing statistics and determining resource requirements, estimating standards, explaining workload results and determining workload strategy to meet key indicators * in monitoring the quality of programs and service delivery * in developing or implementing initiatives to improve services to clients * in supervising a work unit, which includes, but is not limited to: assigning work, monitoring performance and results, implementing corrective action, and coaching for performance |
| **Optional choice**  **for Citizen Services** | * in delivering Service Canada services * in providing advice and guidance regarding Service Canada policies or service offerings * in delivering front-line service to citizens * in providing targeted services to client segments, for example: Aboriginal people, youth, seniors, new comers, persons with disabilities |
| **Optional choice**  **for Call Centre** | * in working in a call center environment * in working in a Service Canada Call Center environment * in interpreting and applying policies, procedures or legislation in the delivery of the Employment Insurance (EI) programs and services in a call center environment * in interpreting and applying policies, procedures or legislation in the delivery of the Canada Pension Plan (CPP) programs and services in a call center environment * in interpreting and applying policies, procedures or legislation in the delivery of the Old Age Security (OAS) programs and services in a call center environment * in interpreting and applying policies, procedures or legislation in the delivery of the Social Insurance Number (SIN) programs and services in a call center environment * Experience in supervising or leading teams in a call centre * in using call forecasting and scheduling application |
| **Optional choice**  **for Processing and Payment Services** | * in adjudicating complex applications and performing related maintenance activities to client accounts in one or more of the following areas: Old Age Security (OAS), Guaranteed Income Supplement (GIS), Canada Pension Plan (CPP), Disability (DSB), Employment Insurance (EI) * in providing services relative to the delivery of Special Processing programs/benefits * in the Employment Insurance (EI) appeals process * in benefits processing in the Canada Pension Plan (CPP) * in benefits processing in the Old Age Security (OAS) Program * in working in Employment Insurance (EI) Processing * in Employment Insurance (EI) claims calculation and assessment processes * in providing advice and guidance in Employment Insurance (EI) * in providing advice and guidance in Canada Pension Plan (CPP) or Old Age Security (OAS) |
| **Optional choice**  **for Integrity Services** | * in applying the department’s Integrity Operations program, practices, principles and tools * in conducting investigations in Old Age Security (OAS) or Canada Pension Plan (CPP) benefits; or Employment Insurance (EI) benefits or Social Insurance Number (SIN) * in working with the Social Insurance Register (SIR) |
| **Optional choice**  **for Labour Market and Social Development Programs** | * in working with labour market, government and community service providers * in working with community stakeholders for the purpose of developing partnerships |
|  | **Knowledge** |
| **Optional choice** | * Knowing our business * Knowledge of Service Canada service offerings * Knowledge of principles, policies and practices related to the management of human resources, finance, procurement and government information in the Federal Public Service |
| **Optional choice**  **for Call Centre** | * Knowledge of the Employment Insurance (EI) claims calculation and assessment process * 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 specialized processing * Knowledge of Social Insurance Number Registry (SINR) * Knowledge of call centre operations and technology |
| **Optional choice**  **for Processing and Payment Services** | * Knowledge of the Employment Insurance (EI) claims calculation and assessment process * 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 specialized processing * Knowledge of Social Insurance Number Registry (SINR) |
| **Optional choice**  **for Integrity Services** | * Knowledge of the Employment Insurance (EI) claims calculation and assessment process * 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 specialized processing * Knowledge of Social Insurance Number Registry (SINR) * 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 local and regional funding programs * Knowledge of regional labour market and government and community service providers * Knowledge of federal and provincial legislation and policies impacting on the department’s funding programs |
|  | **Abilities** |
| **Optional choice** | * Using Technology |
|  | **Personal Suitability** |
| **Optional choice** | * Changing and Learning * Initiative * Positive Attitude * Working with Others |

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|  | | **OPERATIONAL REQUIREMENTS** | |
| **Optional choice** | | * Willing and able to work overtime * Willing and able to work shift work, including evenings and weekends * Willing and able to travel | |
| **Optional choice**  **for Call Centre** | | * Willing and able to work full time hours | |
|  | **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 work shift work, including evenings and weekends |