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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
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|  | **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
 |