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| **Business Expertise Advisor (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 for Citizen Services** | | | | * Recent and significant experience in delivering Service Canada services or programs to the general public involving obtaining and providing information requiring explanation or clarification (may include working with community organizations, stakeholders or third parties in the delivery of Service Canada services or programs)   **OR**   * Recent and significant experience with good results in delivering Service Canada services or programs to the general public involving obtaining and providing information requiring explanation or clarification (may include working with community organizations, stakeholders or third parties in the delivery of Service Canada services or programs) |
| **Optional choice**  **for Citizen Services** | | | | * 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 * Recent and significant experience with good results in interpreting and applying policies, procedures or legislation in the delivery of the Employment Insurance (EI) programs and services * Recent and significant experience with good results in interpreting and applying policies, procedures or legislation in the delivery of the Canada Pension Plan (CPP) programs and services * Recent and significant experience with good results in interpreting and applying policies, procedures or legislation in the delivery of the Old Age Security (OAS) programs and services * Recent and significant experience with good results in interpreting and applying policies, procedures or legislation in the delivery of Service Canada Specialized Processing programs or services * Recent and significant experience with good results in interpreting and applying policies, procedures or legislation in the delivery of the Labour Market and Social Development Programs (LMSDP) programs and services |
| **Mandatory choice**  **for Processing and Payment Services** | | | | * 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 Labour Market and Social Development Programs (LMSDP) 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**   * 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   **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 or the Labour Market and Social Development Programs (LMSDP) programs and services   **OR**   * Recent and significant experience with good results in interpreting and applying policies, procedures or legislation in the delivery of the Employment Insurance (EI) programs and services   **OR**   * Recent and significant experience with good results 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 with good results in interpreting and applying policies, procedures or legislation in the delivery of Service Canada Specialized Processing programs or services   **OR**   * Recent and significant experience with good results in interpreting and applying policies, procedures or legislation in the delivery of the Labour Market and Social Development Programs (LMSDP) programs and services   **OR**   * Recent and significant experience with good results 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 with good results 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   **OR**   * Recent and significant experience with good results 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 or the Labour Market and Social Development Programs (LMSDP) programs and services |
| **Mandatory choice**  **for Integrity Services** | | | | * 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 Labour Market and Social Development Programs (LMSDP) 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**   * 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   **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 or the Labour Market and Social Development Programs (LMSDP) programs and services   **OR**   * Recent and significant experience with good results in interpreting and applying policies, procedures or legislation in the delivery of the Employment Insurance (EI) programs and services   **OR**   * Recent and significant experience with good results 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 with good results in interpreting and applying policies, procedures or legislation in the delivery of Service Canada Specialized Processing programs or services   **OR**   * Recent and significant experience with good results in interpreting and applying policies, procedures or legislation in the delivery of the Labour Market and Social Development Programs (LMSDP) programs and services   **OR**   * Recent and significant experience with good results 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 with good results 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   **OR**   * Recent and significant experience with good results 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 or the Labour Market and Social Development Programs (LMSDP) programs and services |
| **Mandatory choice**  **for Labour Market and Social Development Programs** | | | | * Recent and significant experience in delivering Service Canada services or programs to the general public involving obtaining and providing information requiring explanation or clarification (may include working with community organizations, stakeholders or third parties in the delivery of Service Canada services or programs)   **OR**   * Recent and significant experience with good results in delivering Service Canada services or programs to the general public involving obtaining and providing information requiring explanation or clarification (may include working with community organizations, stakeholders or third parties in the delivery of Service Canada services or programs) |
| **Mandatory choice**  **for Labour Market and Social Development Programs** | | | | * 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 Labour Market and Social Development Programs (LMSDP) 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**   * 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   **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 or the Labour Market and Social Development Programs (LMSDP) programs and services   **OR**   * Recent and significant experience with good results in interpreting and applying policies, procedures or legislation in the delivery of the Employment Insurance (EI) programs and services   **OR**   * Recent and significant experience with good results 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 with good results in interpreting and applying policies, procedures or legislation in the delivery of Service Canada Specialized Processing programs or services   **OR**   * Recent and significant experience with good results in interpreting and applying policies, procedures or legislation in the delivery of the Labour Market and Social Development Programs (LMSDP) programs and services   **OR**   * Recent and significant experience with good results 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 with good results 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   **OR**   * Recent and significant experience with good results 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 or the Labour Market and Social Development Programs (LMSDP) programs and services |
|  | | | | **Abilities and Personal Suitability** |
| **Mandatory** | | | | * Communication (oral) * Communication (written) * Thinking Skills * Evaluating and Improving Services * Verification and Accuracy * Working with Others * Dependability |
|  | | | | **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** | | | | * Degree from a recognized 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 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 coaching * in delivering presentations to various stakeholders or groups of individuals * in developing or delivering training packages * in providing advice and guidance regarding Service Canada programs and services * in formal quality monitoring of Service Canada programs and services |
| **Optional choice**  **for Citizen Services** | | | | * 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 adjudicating complex Canada Pension Plan (CPP) benefits * in adjudicating complex Employment Insurance (EI) claims * in adjudicating complex Old Age Security (OAS) benefits * in adjudicating complex Service Canada Specialized Processing claims * in processing or adjudicating Common Experience Payment applications * in processing or adjudicating Apprenticeship Incentive Grant applications * in processing or adjudicating EcoAuto applications * in processing Employment Insurance (EI) Premium Reduction and Supplemental Unemployment Benefit claims * in processing annuities * in processing Social Insurance Number Registry (SINR) * in working with the Social Insurance Number Registry (SINR) program * in level 1 Employment Insurance (EI) adjudication * in level 2 Employment Insurance (EI) adjudication * in adjudicating simple Canada Pension Plan (CPP) benefits * in adjudicating complex Canada Pension Plan (CPP) benefits * in adjudicating simple Old Age Security (OAS) benefits * in adjudicating complex Old Age Security (OAS) benefits * in adjudicating of Canada Pension Plan Disability (CPPD) benefits * in writing Employment Insurance (EI) appeal submissions * in working in an Insurance Payment Operational Centre (IPOC) * in providing advice and guidance to staff on Employment Insurance (EI), Old Age Security (OAS) and Canada Pension Plan (CPP) programs or services for a sustained period * in the Employment Insurance (EI) appeals process * in the Canada Pension Plan (CPP) appeals process * in the Old Age Security (OAS) appeals process * in writing submissions to the Review Tribunal * in working with the Social Insurance Register (SIR) |
| **Optional choice**  **for Integrity Services** | | | | * in applying the department’s Integrity Operations program, practices, principles and tools * in applying basic accounting principles and tools * in relevant legal and courtroom proceedings * in working with Employment Insurance (EI) investigation policies and procedures * in working with Old Age Security (OAS) investigation policies and procedures * in working with Canada Pension Plan (CPP) investigation policies and procedures * in conducting Employment Insurance (EI) investigations * in conducting Canada Pension Plan (CPP) investigations * in conducting Old Age Security (OAS) investigations * in developing or sponsoring the introduction of new and improved methods, products, procedures or technologies * in analyzing, testing and implementing systems applications * in using departmental systems applications such as: Workload Management System, Support System for Agents, Record of Employment (ROE) Web, etc. * in processing Social Insurance Number Registry (SINR) * in working with the Social Insurance Number Registry (SINR) program |
| **Optional choice**  **for Labour Market and Social Development Programs** | | | | * in negotiating or implementing local and regional funding programs * in applying federal and provincial legislation and policies impacting on the department’s funding 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** | | | | * Knowing our business |
| **Optional choice**  **for Citizen Services** | | | | * Knowledge of Service Canada service offerings |
| **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 * Knowledge of basic business and accounting practices and tools * Knowledge of legal and courtroom procedures |
| **Optional choice**  **for Labour Market and Social Development Programs** | | | | * Knowledge of basic business and accounting practices and tools * Knowledge of the department’s local and regional funding programs * Knowledge of federal and provincial legislation and policies impacting on the department’s funding programs * Knowledge of social and community development theories and practices * Knowledge of labour market, and social issues and economic factors influencing labour market conditions * Knowledge of local labour market and government and community service providers |
|  | | | | **Abilities** |
| **Optional choice** | | | | * Coaching * Presentation Skills * Using Technology * Applying Principles and Procedures |
|  | | | | **Personal Suitability** |
| **Optional choice** | | | | * Client Focus * Influence * Changing and Learning * Initiative * Positive Attitude * Interpersonal Awareness |
|  | | | | **Occupational Certification** |
| **Optional choice** | | | | * Certification in training * Successful completion of Putting Participants First |
| **Optional choice**  **for Integrity Services** | | | | * Successful completion of National Certification Program for Investigating Officers * Certification in quality monitoring |
|  | | **OPERATIONAL REQUIREMENTS** | | |
| **Optional choice** | | * Willing and able to work overtime * May be required to work Saturdays * Willing and able to travel for extended periods * Willing and able to travel * Willing and able to work shift work, including evenings and weekends | | |
| **Optional choice**  **for Citizen Services** | | * Willing and able to travel to and work at the service area’s alternate locations and to alternate points of service, based on operational requirements | | |
| **Optional choice**  **for Integrity Services** | | * Must successfully complete the Quality Monitoring Certification program | | |
|  | **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 | |