Citizen Services Officer OR Passport Officer

**Organization Name:** Department of Employment and Social Development Canada  
**Locations:** Dryden (Ontario), Fort Frances (Ontario), Kenora (Ontario)  
**Classification:** PM - 01  
**Salary:** $48,796 to $54,575 (This salary represents a 37.5 hour/week schedule, the annual salary will be pro-rated in accordance with the actual number of hours worked on a weekly basis)  
**Closing Date:** March 2, 2015 - 23:59, Pacific Time  
**Reference Number:** CSD15J-010876-000025  
**Selection Process Number:** 2015-CSD-EA-ONT-12579  
**Vacancies:** Number to be determined  
**Employment Tenure:** Anticipatory Staffing. The immediate need is to staff on a specified period (temporary) basis however, future needs may be indeterminate (permanent). Hours of work are full-time and/or part-time. You must ensure that you select at least one employment type when submitting your application: Employment Tenure

**Web site:** For further information on the department, please visit [Department of Employment and Social Development Canada](http://www.csd-eac.gc.ca)

**Process Intent**

The results of this process will be used to staff both Citizen Services Officer and Passport Officer positions in the Citizen Services and Program Delivery Branch (CSPDB).

Citizen Services Officer positions will be staffed in the Northwest Ontario service area of the CSPDB. The Northwest Ontario service area is defined as: north to the Ontario border, east to Marathon, south to USA border and west to Manitoba.

**Who Can Apply**

- Persons residing in Canada and Canadian citizens residing abroad.

**Citizenship**

Preference will be given to Canadian citizens. Please indicate in your application the reason for which you are entitled to work in Canada: Canadian citizenship, permanent resident status or work permit.

**Statement of Merit Criteria and Conditions of Employment**

Applicants who meet the following criteria will also be assessed against the Statement of Merit Criteria and Conditions of Employment for this position.

**Essential Qualifications**

Qualifications that are necessary for the work to be performed and that must be met in order for a person to be appointed.
Official Language Proficiency

Useful Information

English essential

Education

Useful Information

Successful completion of two (2) years post-secondary education from a recognized educational institution (e.g. community college, CEGEP, university)

NOTE:
1. If candidates are screened into the process and contacted, they must be prepared to provide proof of education. Acceptable proof of education is a copy of a degree, diploma or official transcripts from a recognized educational institution (applicants may be required to bring in the original for verification).
2. Candidates with foreign educational credentials are required to provide proof of Canadian equivalency. Please consult the Canadian Information Centre for International Credentials at www.cicic.ca for further information.
3. Failure to provide proof of education and/or Canadian equivalency will result in rejection of application.

Experience

- Experience in using technology (e.g. e-mail, Internet and word processing)
- Experience in delivering services or programs to the general public involving obtaining and providing information requiring explanation or clarification

Asset Qualifications

Qualifications that are not essential to perform the work, but that would benefit the organization or enhance the work to be performed currently or in the future.

Experience

- Recent and significant* experience in delivering services or programs to the general public involving obtaining and providing information requiring explanation or clarification
- Recent and significant** experience working in a high volume client service environment
- Experience in working with client segments including any of the following: Aboriginal people, youth, seniors, newcomers, persons with disabilities

*Recent is defined as within the last 2 years. Significant is defined as 2 consecutive years.
**Recent is defined as within the last 2 years. Significant is defined as 1 year continuous.

Abilities and Skills

- Ability to speak proficiently in one of the First Nation Languages: Ojibway, Oji-Cree or Cree
Operational Requirements

Current or future requirements of the organization for the proper functioning of the work unit or the organization.

- 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
- Willing and able to travel for extended periods of time for the purpose of training
- Willing to travel to remote communities

Conditions of Employment

Requirements that a person must meet or comply with for as long as they occupy the position.

Security and Reliability

Reliability Status security clearance
FOR CITIZEN SERVICES OFFICER POSITION

Secret security clearance
FOR PASSPORT OFFICER POSITION (security level is under review)

The Department will make arrangements for security clearance at the appropriate phase of the assessment process.

Other Conditions of Employment

CITIZEN SERVICES OFFICER POSITION:
- Willing and able to travel for training purposes
- Willing and able to work overtime as required
- Willing to travel within the Northwest Ontario Service Area to alternate service locations
- Required to provide outreach services to remote sites within the Northwest Ontario Service Area

PASSPORT OFFICER POSITION:
- Willing and able to work overtime as required
- Successful completion of a 3 week full-time (37.5 hours per week) training course (travel may be required) and a structured 10 week full-time (37.5 hours per week) apprenticeship program to qualify for continued employment.

Work Environment

The Department of Employment and Social Development provides workspaces in alignment with both an open office environment and worker profile standards. Details on this standard can be found at the following Public Works and Government Services Canada link: http://www.tpsgc-pwgsc.gc.ca/biens-property/amng-ftp/index-eng.html

Information to be provided:

Your résumé.
- A covering letter that clearly demonstrates how you meet the requirements for the position.
- Completion of the Public Service Resourcing System (PSRS) screening and complementary questions for the essential qualifications and if applicable for the asset qualifications.
Other Information (Notes)

All job applications must be submitted through the Public Service Resourcing System (PSRS). Following are some of the benefits associated with applying on-line.

• Applicants can create a profile and a resumé that can be used when applying for other processes without having to recreate a new application each time.
• Applicants can modify their application/resume at anytime BEFORE the closing date indicated on the job advertisement.
• Applicants can verify the status of their applications, at any time.
• Applicants can be notified electronically of tests or interviews and results.
• For some jobs, applicants will find important information, namely the job questionnaire and a complete statement of merit criteria that are only available when applying on-line.

To submit an application on-line, please click on the button “Apply Now” below.

Persons with a disability preventing them from applying on-line should contact us at 1-800-645-5605.

• If you have a disability that requires accommodation during the selection process, please indicate this on your application and/or resume.

• Acknowledgment of receipt of applications will not be sent. We will only contact those applicants screened into the process.

• A variety of assessment tools may be used (written examination, Public Service Commission tests, interview and/or reference check).

• Applicants must meet each essential qualification to be appointed to a position.

• Applicants may be required to meet the asset qualifications or the organizational needs, depending on the requirements of the specific position being staffed.

• Random selection may be used to identify which applicants will be assessed in this appointment process.

• Communication for this process will be sent via email. It is the responsibility of the Applicant to ensure accurate contact information is provided and updated as required. Applicants who apply to this selection process should include an email address that accepts email from unknown users (some email systems block these types of email).

We thank all those who apply. Only those selected for further consideration will be contacted.

Questions regarding travel and relocation.

The Public Service of Canada is committed to building a skilled, diverse workforce reflective of Canadian society. As a result, it promotes employment equity and encourages candidates to indicate voluntarily on their application if they are a woman, an Aboriginal person, a person with a disability or a member of a visible minority group.

The Public Service of Canada is also committed to developing inclusive, barrier-free selection processes and work environments. If contacted in relation to a job opportunity or testing, you should advise the Public Service Commission or the departmental official in a timely fashion of the accommodation measures which must be taken to enable you to be
assessed in a fair and equitable manner. Information received relating to accommodation measures will be addressed confidentially.