



STATEMENT OF MERIT CRITERIA AND CONDITIONS OF EMPLOYMENT

Service Delivery Assistant – Various positions (CR 04)

ESSENTIAL QUALIFICATIONS

Official Languages Proficiency

- English Essential

EDUCATION

A secondary school diploma or PSC approved alternatives.

EXPERIENCE

Experience, with good results, in:

- providing and/or obtaining information to/from the public
- detailed clerical work
- the use of computer software applications

KNOWLEDGE

- Human Resources and Social Development's (also known as Human Resources and Skills Development Canada) business

ABILITIES AND SKILLS

- verification and accuracy
- arithmetic calculation
- communicate effectively
- thinking skills
- applying principles and procedures
- diagnostic information gathering

PERSONAL SUITABILITY

- client focus
- changing and learning
- initiative
- positive attitude
- working with others

ASSET QUALIFICATIONS

- Experience, with good results in performing detailed clerical work in the financial services or banking industry
- Experience, with good results, in providing human resources administrative support services
- Experience, with good results, in using wordprocessing software
- Experience, with good results, in keyboarding or data entry
- Dealing with the general public to obtain and provide information requiring explanation or clarification.
- Proofreading and/or editing correspondence or reports.
- Experience, with good results, in receiving and directing telephone calls
- [Experience with good results in using Microsoft Office applications](#)
- [Experience and good results in managing Microsoft Access Database](#)

ABILITY AND SKILLS

- Ability to organize and set priorities

PERSONAL SUITABILITY

- Adaptability
- Effective interpersonal relationships
- Team work

ORGANIZATIONAL NEEDS

- Employment Equity: to meet Employment Equity representation rates as per HRSDC/SC HR Environmental Scan and/or the Region Multi-year Employment Equity Action Plan.

OPERATIONAL REQUIREMENTS

- Willing and able to work on weekends occasionally
- Willing and able to work over-time occasionally.

N.B.: Applicants must meet each essential qualification to be appointed to the position. An applicant may be appointed to the position even though he/she does not meet any or all of the asset qualifications, operational requirements or organizational needs. However, meeting these criteria is desirable and may be a deciding factor in choosing the person to be appointed. In the event that there are as many applicants who meet the essential qualifications as there are vacancies, the manager may decide

not to assess some or all of the asset qualifications, operational require or organizational need.
or organizational need

CONDITIONS OF EMPLOYMENT

- **Reliability & Security: Reliability Status**
- **Appointments to some positions may require a valid pass score (minimum 70%) on the Department's Agent 1 Test Battery (including both the 720B and 650 examinations).**

9/1/2006
