

Citizen Services Officer (ESDC/Service Canada)

Citizen Services Officers determine the needs of and respond to questions from clients on service offerings and other government services. They provide information, advice and guidance on Service Canada programs, including Social Insurance Numbers, Employment Insurance, The Canada Pension Plan and Old Age Security, and Passports.

For further information on the organization, please visit Service Canada (servicecanada.gc.ca)

Location: Brandon, Manitoba

ORGANIZATIONAL REQUIREMENTS:

At Employment and Social Development Canada, diversity is our strength. If you're an Aboriginal person, and are interested in bringing in different perspectives and insights, let us know. Appointments of members of this Employment Equity group could be made to ensure our workforce is inclusive and representative of the Canadian public we serve.

Various tenures: TEMPORARY (term and casual) PERMANENT (indeterminate) positions.
\$51,538 to \$57,643

Language: English essential

Duties

- Responds to questions from clients on programs and services and provides value added information, advice and guidance on program and service requirements.
- May travel to offer regular or occasional outreach to remote locations.
- Conducts fact-finding with clients, assesses and decides on which service offerings and/or information to provide, including other federal, provincial, municipal governments and other community organization services/benefits.
- Determines the need for more in-depth interventions by program/service specialists. Provides guidance on the use of the Department's and partner's navigation and self-service tools; responds to common questions on the capability of electronic service channels; provides assistance with electronic exchanges; and promotes and encourages citizens to access and use these electronic service channels.
- Verifies and authenticates client identity and/or supporting documentation; receives and processes fees for service and other payments; and processes and generates certificates, permits and similar documents for other service offerings within established guidelines.
- Receives and processes requests from clients to change information; clarifies discrepancies; and amends the database(s) or refers information to partners accordingly.

- Receives, screens and forwards applications and supporting documentation on behalf of the Department and its partners; and explains where and how the client can follow-up on the status of their requests.
- Administers oaths, and takes and receives affidavits, declarations and affirmations.

Work environment

The work environment will be attractive to people who are:

- Highly motivated
- Quick learners
- Quality-oriented
- Customer-focused
- Able to thrive in a fast-paced, high volume environment

We are looking for candidates who possess and demonstrate:

- Strong communication talents
- Excellent customer service skills
- Thinking skills
- Information-gathering and computer-keyboarding skills

This position involves prolonged exposure to the public in an open environment with minimal privacy. There is constant exposure to noise from office equipment, the clients and co-workers. Work conditions require adapting to change, dealing with stress and dealing with potentially frustrated clients.

Conditions of employment

- Reliability Status security clearance - Reliability Status and Credit Check

Other Conditions of Employment

- Willing and able to travel for training purposes
- Willing and able to work overtime, as required
- Willing to travel within Southwest & Northern Manitoba to alternate service locations
- Required to provide outreach services to remote sites within service area

Information you must provide

- Your résumé

In order to be considered, you must clearly explain how you meet the following (essential qualifications)

Education

- A secondary school diploma or a satisfactory score on the General Intelligence Test 320 (the PSC test approved as an alternative to a secondary school diploma).

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