

Generic Work Description

Position Number: EXT-
Position Title: Program Support
Position Classification Level: LE-04
Effective Date:
Mission:
Supervisor Position Number: EXT-
Supervisor Position Title:
Supervisor Position Classification Level:
Generic Decision Number: 0000014607
Job Code: 500421

PROFILE / CLIENT SERVICE RESULTS

Under general supervision, provides multi-task support services to Immigration, Refugees and Citizenship Canada's (IRCC's) programs and operations. Exercises initiative in seeking out information to complete files or tasks. Requires a general knowledge of established guidelines.

KEY ACTIVITIES

Provides routine information and assistance to internal and external clients to facilitate their compliance with requirements, or their understanding of application processes.

Enters and validates information in departmental on-line systems; reviews applications and documents; identifies shortcomings including incomplete applications, missing, or irregular information.

Processes fee payments and prepares documents for refunding of fees.

Maintains filing system, uses internal systems and accesses departmental websites to search or track information.

Utilizes office equipment such as a computer, photocopier, scanners, fax machines, specialized printers, biometric capturing equipment, and telephones.

Researches internal and external sources to support information gathering for the processing of the file or application and to support program integrity.

Translates and interprets written and verbal information as required.

Provides assistance and guidance to colleagues and shows new employees how to perform duties.

Performs other duties.

CRITERIA

Knowledge and Skill

The work requires a general knowledge of the organization's processes and service delivery mandate, departmental administrative guidelines/practices/procedures, information management systems both electronic and manual to guide file processing, client understanding and compliance. Knowledge of the role of other government departments and external service providers.

Ability to use information management systems, electronic word processing, reporting, spreadsheet applications to produce reporting/tracking tools, and basic computer skills to calculate and track fees.

Knowledge of at least one of Canada's official languages and in many locations at least one of the languages of a significant portion of applicants processed by the office.

Listening and verbal skills are required to understand internal/external requests, to explain requirements or processes to clients. Reading skills are required to thoroughly review applications and supporting documentation and to proof own work. Writing skills are required to enter appropriate notes into the computer system and modify form letters and emails to clients.

Effort

Sustained focus over long periods is required to apply quality control when using departmental on-line systems, inputting or researching information, interpreting client needs, explaining to clients the organization's requirements and standards, and when selecting and extracting information from various sources for documentation purposes. There is a requirement to perform several tasks at the same time and alternate tasks frequently with multiple interruptions from internal/external clients and colleagues.

Physical effort is required to sit for long periods when working on files and performing keyboarding functions. Regular requirement to bend and lift to place/retrieve files or to assist clients with bio-data gathering (ex. placing client's hand on screen for finger printing)

Dexterity is required to operate office equipment and perform keyboard functions. Physical effort is also required when assisting clients with bio-data gathering such as finger printing.

Responsibility

Responsible for client service, handling applications, researching information within established rules and processes under general supervision. Contributions are made to the formulation of or improvements to internal operational efficiencies. This work impacts general operational efficiencies of the office, information available to the officer, the timeliness of the completion of the file, the integrity of data input to on-line systems and the ability of the office to meet its targets.

Working Conditions

Exposure to stress due to high volumes of work, frequent interruptions, and multiple concurrent demands. Stress caused by urgencies that require shifting work priorities.

Employee's Signature	
Name of Employee	_____ Signature Date
Supervisor's/Manager's Signature	
This work description accurately describes the work assigned to this position.	
Name of Supervisor/Manager	_____ Signature Date