

### Generic Work Description

**Position Number:** EXT-  
**Position Title:** Program Assistant  
**Position Classification Level:** LE-05  
**Effective Date:**  
**Mission:**  
**Supervisor Position Number:** EXT-  
**Supervisor Position Title:**  
**Supervisor Position Classification Level:**  
**Generic Decision Number:** TBD

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### PROFILE / CLIENT SERVICE RESULTS

Under general supervision of the Immigration Program Manager or an Officer, supports the delivery of Immigration, Refugees and Citizenship Canada's (IRCC's) Programs through furthering the processing of applications using procedural expertise, assisting an Officer in reporting and liaison, program integrity, Visa Application Centre (VAC) governance, promotion and recruitment activities or other support to clients. Requires a developed knowledge of established guidelines and procedures. Exercises initiative in organizing work, tracking resources, and resolving difficult problems.

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### KEY ACTIVITIES

Screens documentation, applications and files; reviews for completeness and accuracy; identifies discrepancies; obtains and reviews data; seeks out missing or relevant information. Assesses problematic cases and researches internal/external sources to resolve problems or discrepancies and supports program integrity.

Replies to and prepares pre-formatted and original correspondence and reports which may involve monitoring or researching of internal and external sources including the Internet.

Develops and implements service delivery methods, tools, form letters, tracking tools for facilitating or improving existing processes.

Plans for and guides support staff in the delivery of operational and processing services related to such areas as information management, electronic or hard copy, file creation, general application processing support.

Provides a source of knowledgeable information and assistance to Officers, clients, stakeholders, both internal and external, on options, products, guidelines, local environment, and use of electronic support systems. Translates and interprets written and verbal information as required.

Researches internal and external sources and uses knowledge of the local environment to inform Officers regarding difficult problems in processing, legislative or regulatory conformance and assisting an

officer in reporting and liaison, program integrity, promotion and recruitment activities and other program support.

Utilizes office equipment such as computers to enter or access information, photocopier to reproduce information, scanners and fax machines to transmit or receive documentation, telephone, etc.

Supports the administrative needs of the Immigration Program Manager, Officers and section, which may include maintaining budget records, preparing and tracking financial documents, maintaining calendars, arranging meetings, planning, preparing and executing travel and hospitality and preparing claims, on behalf of the IPM, Officers, and official visitors.

Follows quality control guidelines to facilitate compliance and maintain database integrity.

Participates in training and development of colleagues and support staff. May supervise the activities of other locally-engaged staff in the section.

Performs other duties.

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## CRITERIA

### **Knowledge and Skill**

The work requires a developed knowledge of the area of responsibility covered by the office; knowledge of departmental and administrative policies, procedures, guidelines and requirements; electronic and manual data management systems for the processing of applications. A good understanding of the relevant legislation; the service mandate of the organization; quality control guidelines; reporting techniques; in order to administer the email in-box and respond to case-specific client enquiries.

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.

May require knowledge of supervisory methods.

Listening and verbal skills are required to explain services, processing guidelines, procedures and specific instructions to clients and colleagues, to contact external service providers to exchange or obtain information, and to understand and resolve more difficult problems. Reading and comprehension skills are required to apply relevant legislation, policies, and operational instruction and to fully review applications and supporting documentation. Writing skills are required to adapt template letters, draft correspondence, prepare recommendations on improvements to internal service delivery, and generate original or pre-formatted reports.

### **Effort**

Sustained focus over long periods is required to apply quality control to work. Concentration is required to resolve more difficult problems, assess performance, internal procedures and recommend

improvements. Focus is required to track budget and financial codes. There is a requirement to perform several tasks at the same time and to adjust priorities frequently with multiple interruptions from telephone, email, managers, and colleagues.

Physical effort is required to sit for long periods when working on files, corresponding, researching, and verifying work.

Dexterity is required when keyboarding.

**Responsibility**

Responsible for providing leadership in the delivery of clerical and support functions related to processing applications, other IRCC’s program services and activities, including research, reporting and liaison, program integrity, as well as administrative services. These responsibilities are performed within established rules and processes with technical advice and guidance available from more senior levels. The work influences the quality and integrity of departmental service delivery to clients, related to the processing of applications and entry to Canada; departmental conformance to internal/external processing regulations, policies, and guidelines through quality control; the integrity of on-line and other data management and collection systems including biometrics; and contributes to the reliability and quality of information available to more senior levels in support of policy and processing decisions

**Working Conditions**

Exposure to stress due to multiple concurrent demands, overlapping priorities and urgencies that require shifting work priorities.

<b>Employee’s Signature</b>	
Name of Employee	<hr style="border: none; border-top: 1px solid black;"/> Signature _____ Date _____
<b>Supervisor’s/Manager’s Signature</b>	
This work description accurately describes the work assigned to this position.	
Name of Supervisor/Manager	<hr style="border: none; border-top: 1px solid black;"/> Signature _____ Date _____