

# Service Canada is hiring!

Join us today!

Here at Service Canada, we have various positions available to suit your experience and interests. There are permanent, temporary, full-time and part-time positions to meet your specific needs. We also offer competitive pay with appealing benefit plans.

Service Canada is committed to creating a workplace that is culturally respectful of Indigenous peoples and supportive of their career development. Some of the initiatives available to Indigenous employees are the Indigenous Peer Support Program, the Indigenous Mentoring Program and the Indigenous Employees' Circle (a national forum for Indigenous employees in the Department to network and to connect with their Indigenous colleagues across the country).

Your team awaits you. Come start your federal career with us today!



## What kind of work will you do?

### **Citizen Services Officer**

A Citizen Services Officer is the first point of contact for Canadians requiring access to federal programs and services. You are the face of Service Canada, working hand in hand with clients to resolve their queries and support them.

### **Payment Services Officer**

A Payment Services Officer (PSO) plays a crucial role in the administration of federal benefit programs such as Employment Insurance, Canada Pension Plan and Old Age Security. There are two different PSO jobs. A Call Centre PSO provides help to clients on the phone, and a Processing PSO processes claim requests to determine entitlements.

### **Program Services Officer**

A Program Services Officer reviews applications for Canada Pension and Old Age Security benefits and make decisions on entitlements.

### **Passport Officer**

A Passport Officer reviews applications, checks eligibility and make decisions on issuing passports. Detecting potential frauds and background checks are also part of the duties.

### **Integrity Services Officer**

An Integrity Services Officer determines the eligibility of persons applying for Employment Insurance benefits, monitors the payments throughout the duration of a claim and conducts investigation when there appears to be fraud.

## Is this job the right fit for you?

- ✓ Have you successfully completed secondary school, GED or have a combination of education, training and experience?
- ✓ Do you have customer experience, or know how to use the internet or email?
- ✓ Are you a people person?
- ✓ Are you a bit of a detective?
- ✓ Do you have an eye for details?

If you have answered yes to any of the above questions, we encourage you to apply today.

### **Interested in applying? Or have questions?**

Please email us at

[EDSC.2021-CSD-EA-WT-0076228.EDSC@hrsdc-rhdcc.gc.ca](mailto:EDSC.2021-CSD-EA-WT-0076228.EDSC@hrsdc-rhdcc.gc.ca)

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