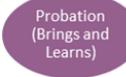


# Competency Identification for Document Processing Position (Level 05 PDP)

[Talent, Public Service Commission]

Job Description Primary Responsibilities	Competency	Bring Competency Statements Used For: <div style="display: flex; justify-content: space-around; margin-top: 10px;">     </div> <p>*Numbers denote the primary responsibility from the job description that link to the competency.</p>	Learn Competency Statements Used For: <div style="display: flex; justify-content: space-around; margin-top: 10px;">    </div> <p>*Numbers denote the primary responsibility from the job description that link to the competency.</p>
1. Reviews, analyzes and assesses applications, requests for eligibility or other submission packages related to a specific program area (e.g. approves or denies applications for benefits, services). 2. Provides information and advice to staff, clients and other agencies regarding program requirements. 3. Resolves inquiries or complaints related to assessment decisions. 4. Provides input toward changes to programs, policies, procedures, and forms. 5. Uses automated accounting software and performs basic accounting. 6. Performs typical office duties.	Knowledge:	<ul style="list-style-type: none"> <li>Knowledge of office and/or administrative procedures, protocols and equipment. (6)</li> <li>Knowledge of basic accounting/financial principles, procedures and practices. (5)</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of GoS Administrative Records Management System (ARMS) and Operational Records System (ORS). (6)</li> <li>Knowledge of policies and procedures related to specific program area. (1,2,3,4)</li> <li>Knowledge of government purchasing and payment practices. (5)</li> <li>Knowledge of specific ministry and industry programs, processes and specialized terminology. (1,2,3,4)</li> <li><i>*Knowledge competencies would be customized to reflect the specific programs, policies, procedures or terminology required (e.g. medical benefit programs, medical terminology, etc.)</i></li> </ul>
	Communication	<ul style="list-style-type: none"> <li>Ability to listen, accurately comprehend and orally respond to inquiries from clients, other agencies or the general public and/or relay information, directions or questions in person or over the phone in an accurate, clear, concise and courteous manner. (2, 3, 4)</li> </ul>	
	Leadership		<ul style="list-style-type: none"> <li>Ability to clearly and concisely share information with others to enhance their working knowledge on items such as policies, programs, procedures and computer operations. (2,4)</li> </ul>
	Problem Solving	<ul style="list-style-type: none"> <li>Ability to collect, record and analyze relevant data to make accurate and timely decisions on a variety of issues. (1)</li> </ul>	
	Interpersonal	<ul style="list-style-type: none"> <li>Ability to liaise with other agencies, staff, ministries, and the public to obtain, exchange, coordinate or confirm information while maintaining confidentiality and staying within policies and procedures. (2,3)</li> </ul>	
	Team/ Independence	<ul style="list-style-type: none"> <li>Ability to work independently and/or as a contributing member of a variety of teams to complete work assignments, achieve common goals and contribute towards a positive work environment. (All)</li> </ul>	
	Organizational	<ul style="list-style-type: none"> <li>Ability to independently assess, establish, adjust and accurately complete multiple tasks while taking into consideration task complexity, frequent interruptions, deadlines, available resources and multiple reporting relationships. (All)</li> </ul>	<ul style="list-style-type: none"> <li>Ability to precisely plan, schedule and coordinate travel and logistics for events such as meetings, conferences and workshops, according to prearranged time frames. (6)</li> </ul>
	Analytical	<ul style="list-style-type: none"> <li>Ability to accurately reference, interpret and appropriately apply acts, regulations, policies and guidelines to daily operations. (1,2,3)</li> </ul>	<ul style="list-style-type: none"> <li>Ability to accurately reference, interpret and appropriately apply the ABC Act, XYZ Regulations and 123 Policy. (1,2,3)</li> </ul>
	Technical	<ul style="list-style-type: none"> <li>Ability to accurately perform mathematical applications to calculate and balance financial information (e.g. invoices, statistical reports, budgets, petty cash, bank deposits). (5)</li> <li>Ability to input, update, edit, retrieve, maintain, merge, format and transmit information/data using a variety of hardware, software and/or electronic systems with speed and accuracy. (6)</li> </ul>	<ul style="list-style-type: none"> <li>Ability to accurately code, verify, reconcile and safeguard cash or financial records in accordance with the Financial Administration Manual (FAM), while maintaining confidentiality. (5,6)</li> <li>Ability to input, update, edit, retrieve information/data using MIDAS, Taleo, PSC Client, etc. (6)</li> </ul>
	Personal Attributes	<ul style="list-style-type: none"> <li>attentive to detail, confident, diplomatic, empathetic, reliable. (All)</li> </ul>	