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writing your Federal Government résumé

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Canada 



This Handbook is available online as a PDF document on: *the WiRE: Writing Your Federal Government Résumé; and on GCpedia*

http://www.gcpedia.gc.ca/wiki/PWGSC_Human_Resources_Branch/Career_Management

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A companion handbook, *Writing your Federal Government Cover Letter*, is available online as a PDF document on *the WiRE: Writing Your Federal Government Cover Letter*; and on *GCpedia* http://www.gcpedia.gc.ca/wiki/PWGSC_Human_Resources_Branch/Career_Management



Introduction

Internal and external Government of Canada jobs are advertised on jobs.gc.ca. This handbook is designed to guide you with preparing your résumé/application for these positions.

As part of your application you will be asked to provide or complete any of the following documents: résumé, cover letter, or online experience or screening questionnaire.

The purpose of your résumé/application is to get you screened in to the appointment process. In order to become a viable candidate in any process, you must clearly demonstrate that you meet all Essential Qualifications and, if applicable, any Asset Qualifications as well. The Essential and applicable Asset Qualifications to be addressed in your résumé/application will be identified in the job advertisement.

The purpose of a résumé is to get you the interview - not the job.

Screening Criteria

The hiring Department or Agency review each résumé/application and assess them against a list of Essential Qualifications as identified in the job advertisement. These are the qualifications established for the position.

You **must** meet the required criteria and Essential Qualifications before your application can be considered.

For an application to be screened in, it MUST address:

- **Area of Selection** - Are you within the specified area of selection?
- **Closing Date** – Applications/résumés received after the posted closing date will not be considered.
- **Essential Qualifications** - Do you demonstrate that you have met **ALL** criteria listed? Essential Qualifications generally include:
 - Education
 - Experience
 - Language
- **Asset Qualifications** - If you possess any of the qualifications outlined in this area, the onus is on you to provide sufficient details. There is no requirement for the board to assess your Asset Qualifications, but these qualifications may be used for additional screening and/or placement purposes.

Instructions from the Job Advertisement:

Information you must provide

Some essential and other qualifications will be assessed through your application. It is your responsibility to provide appropriate examples that illustrate how you meet each qualification. Failing to do so could result in your application being rejected.

**From the Job Advertisement:
In order to be considered, your application must clearly explain how you meet the following (essential qualifications)**

**From the Job Advertisement:
If you possess any of the following, your application must also clearly explain how you meet it (other qualifications)**

If you are uncertain about your eligibility to participate in a process, contact the person or email address provided at the end of the job advertisement.

Your application: What is the Board Looking For?

The assessment board should be able to clearly see how your experience matches their criteria without having to read between the lines, make assumptions or fill in the blanks. It is your responsibility to submit a résumé/application which clearly outlines **how** you meet each Essential Qualification and, if applicable, any Asset Qualifications by using specific examples.

It is not sufficient to state that you meet the qualifications or to provide a list of job responsibilities. Failure to provide details may lead to your résumé/application being screened out of the process.

Examples of instructions found in job advertisements.

You must provide concrete and detailed examples to clearly demonstrate how you meet the education and experience requirements listed in the essential qualifications and asset qualifications section. The screening board cannot make any assumptions about your experience. It is not sufficient to say that you have the required qualifications or to list your current duties. **APPLICATIONS THAT DO NOT CLEARLY DEMONSTRATE THAT THE CANDIDATE MEETS THE SCREENING CRITERIA WILL NOT BE GIVEN FURTHER CONSIDERATION.**

It is the responsibility of the candidate to submit a résumé which clearly outlines how they meet each of the screening criteria (ie. Education and Experience Qualifications, both Essential and Assets). **Please note that it is not sufficient to only state that the requirement is met or to provide a listing of current or past responsibilities.** Candidates must use the education and experience factors as a header and provide a description outlining how each criterion is met. For the experience elements, a participation must be provided. Candidates must provide concrete examples that demonstrate their past experience, activities or accomplishments, which best illustrate how they meet the requirement. This information will be used for screening purposes. Resumes may be used as a secondary source to validate the experience described in the covering letter. Failure to provide an appropriate cover letter may result in the application being rejected from the process. Candidates will not be solicited for incomplete or possible missing information.

Candidates must clearly demonstrate how they meet the EDUCATION and EXPERIENCE factors listed in the essential qualifications and asset (other) qualifications (if applicable). It is NOT sufficient to only state that these qualifications are met or to provide a listing of current or past duties & responsibilities. Rather, you must clearly demonstrate HOW, WHEN, and WHERE, the qualification was met through substantiation by describing examples of work performed. Information described in an application, cover letter, or screening questions must be supported by your corresponding résumé. Failure to provide sufficient information, in the format required, may result in your application being eliminated from the process.

Candidates must use each of the merit criteria as a header and then write one or two paragraphs on each criterion demonstrating with concrete examples how it is met. The résumé is used as a secondary source to validate the experience described in the cover letter. The absence of a cover letter that follows these instructions may lead to your application being rejected from the process.

It is important to review each criteria carefully in order to determine the appropriate level of details, or the best examples, to provide.

Consider the following experience criteria:

- Experience using Microsoft Office Tools: Outlook, Excel, Word and PowerPoint.

Stating “I have extensive experience using Microsoft Office Tools including Outlook, Excel, Word and PowerPoint” will not be enough. You will be expected to describe how, when and possibly why, you use **each** of the items specified

Starting with **Outlook**: you could begin by thinking of all the Outlook features you have experience using and then recalling how and when you have used them.

For example:

Mail – Do you create, receive, forward, flag, respond to, or manage messages? Do you create folders? Do you open, send or save attachments?

Calendar - Do you schedule meetings, events or book boardrooms or equipment?

Tasks – Do you create and assign tasks? Do you set reminders? In addition to these: Do you manage the e-mail and/or calendar for a manager or other levels of management? Do you teach others how to use Outlook? Do you troubleshoot problems for colleagues?

Remember: it is not enough to state you use the features or perform these functions YOU MUST provide concrete examples of how, when, why, etc.

Next, **Excel**: provide examples of the types of spreadsheets you create or modify. Do you know how to set up formulas? What type of information it tracked or captured and why? How often is the data updated? Does the information remain in your work unit or is it used by HQ's or other stakeholders? Is it used for planning purposes or decision making?

Do the same with **Word**: Identify types of documents you prepare or create and for whom, e.g. letters, memos, meeting minutes, contracts, briefing notes, project documents, articles for *the WIRE*, etc. Do you have to include tables? Graphics? Are these drafts or final documents? Do they contain confidential or sensitive information requiring appropriate handling or specific formatting?

For **PowerPoint** ask yourself, do you create or modify presentations? Do you include speaking notes? Are the presentations delivered by you or someone else? Do you have to produce hard copies or provide electronic copies?

A key to understanding the level of detail that is required can be seen in how the Experience Criteria is written in the job advertisement. Watch for words like "Recent", "Significant", "Extensive", "Complex", etc. The board often provides definitions for these terms.

Sample Definitions	How to Demonstrate
<p>Recent -within the past 4 years; within the last 3 years; acquired within the last 2 years. -continuous over a minimum of approximately 6 months and have occurred within the past 2 years.</p> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p>Note: The board is specific about the timeframes they are interested in (e.g. “within the last 3 years” does NOT mean your entire job history).</p> </div>	<ul style="list-style-type: none"> •Highlight relevant experience that you obtained during the specified time period. •Provide concrete, specific and relevant examples that prove time-length and experience-level, (e.g. duration of program, project, file, etc.). •Important: Provide dates/time lines. Failure to do so may result in your elimination from the process.
<p>Significant -more than 2 years; at least 2 years; 5 years. -minimum of 3 years out of the last consecutive 6 years. -depth and breadth that would normally be associated with the performance of these duties as a major function over a period of at least 12 consecutive months. -is/was a core part of the candidate’s employment.</p>	<ul style="list-style-type: none"> •Provide dates and concrete, specific details. •Provide relevant examples that prove the depth, breadth, length of time, and/or duration of program, project or file, etc.
<p>Extensive -depth and breadth would normally be acquired by playing a lead or major role over a period of approximately 3 years within the last 5 years. -ongoing duties generally performed for at least 3 years. -normally associated with full time duties for a minimum of two years.</p>	<ul style="list-style-type: none"> •Provide dates and concrete, specific details •Clearly describe the "lead" or major role you played. This could include describing activities such as: putting a team together, assigning tasks, client liaison, ensuring deadlines were met, expectations were communicated, ensuring financial and other resources were available, etc.) •Provide specific and relevant examples of the breadth, depth, length of time, and/or duration of program, project or file, etc.
<p>Complex -involving most of the following: sensitive projects, multidimensional, multi-client, multimillion dollar, multiphase technical evaluations, extensive price negotiations, multiple project meetings and/or reporting.</p>	<ul style="list-style-type: none"> •In detail, describe as many of the attributes listed as possible. Do not simply state "for multi-clients" - examples must be given (e.g. branch, department, organization, etc). •Provide concrete examples of the type of multiphase technical evaluations used. •The board will be looking for details that describe "complexity". •If possible, include any relevant attributes. •Provide specific and relevant examples that prove the depth, breadth, and duration.

If no definition is given ask for one by contacting the person or email address provided in the job advertisement.

If no definitions are provided, consider using some of the examples provided above. The level of and title of the position can also provide clues to the level of depth, breadth and complexity of experience being sought.

When describing your experience, you may want to consider that “significant” or “complex” could also include the number of times an activity was performed, its duration, how it involved changing/conflicting priorities, if it was the first time this particular activity was attempted, or if it was a “one off”, high profile, or very sensitive in nature.

Other words to watch for include "and", "or" and "such as".

For example:

Experience in <u>developing, coordinating and managing</u> administrative <u>procedures and processes</u> .	It is critical that you specifically provide concrete examples of developing, coordinating and managing. If you neglect <u>developing</u> and only describe coordinating and managing, you will be screened out. If you only address procedures and not processes, you will also be screened out.
Recent experience in providing guidance and advice to <u>internal</u> and/or <u>external</u> clients.	In this example, the board is looking for experience with both internal and external clients OR one or the other. If your experience includes both, it is in your best interest to describe concrete examples of your experience in providing guidance and advice to internal clients AND providing guidance and advice to external clients.
Experience delivering administrative services, such as creating preliminary files for meetings, planning and organizing meetings, making travel arrangements and ordering office supplies. Experience in the use of PC software packages such as Microsoft Suite (Word, Excel, Outlook) and Explorer.	"Such as" could be interpreted as "for example" or "should include". If you have experience in all the activities/items listed, you must provide examples. If you have experience in just some of the areas, address the ones you have. Also include any additional relevant activities, similar experiences or use of similar tools.

***A mass-produced résumé likely won't get you screened in.
Customize each résumé to the job you are applying for.***

Effective résumés take work, but they GET RESULTS!

Describing Your Experience

- Think of examples from your background that demonstrate the experience being sought. Then, describe and quantify them to prove you have the required qualifications for the position.
- A suitable approach is to use each screening qualification as a heading and provide descriptions that demonstrate how you meet it.
- Use statements that reflect your level of experience, competency, and skill in each area.
- Create statements by recording WHAT you did, HOW you did it, and the RESULTS you got by using the STAR/PAR/CAR formula:

Situation/Task	Action	Result
Problem	Action	Result
Challenge	Action	Result



- Where possible, make statements quantifiable and measurable by describing RESULTS as dollars, percentages, time savings, number of staff/customers, budgetary measures, etc.
- For lists of action verbs and skills, see Appendix A (pg.10) - *List of Action Verbs, Self-Management Skills and Transferable Skills for Your Résumé.*

Cover Letters

Cover letters are generally not required unless asked for in the job advertisement. Specific instructions on format and content may also be provided. Failure to provide a cover letter when asked to do so may also result in your elimination from the process.

Self-identification

Self-identification on a résumé/application is voluntary; however there are two exceptions. If you are a member of any employment equity designated group(s), (e.g. women, Aboriginal persons, persons with a disability, or members of a visible minority group), you must self-identify **if**:

Refer to the *Writing Your Federal Government Cover Letter* handbook for specific information on preparing your cover letter.
(See Appendix D (page 25) for information on accessing this handbook.)

- 1) The **area of selection** (i.e. who is eligible to apply) has been specifically limited to one or more of the employment equity designated groups; or,
- 2) The advertisement states: "Achieving a representative workforce has been identified as an **organizational need**. Consequently, only applicants who have indicated on their application that they are a member of the designated group(s) specified in the merit criteria will be considered."

What Not To Include

- Generally **Knowledge, Abilities, Personal Suitability/Competencies** are listed in the job advertisement and DO NOT need to be addressed on the résumé/application. These qualifications are typically assessed at a later date. If the job advertisement seems to suggest that these qualifications are to be included, contact the person or email address provided in the advertisement and ask for confirmation that the assessment board does want them addressed in the résumé/application.
- Do not include SIN (Social Insurance Number) or other personal data, such as date of birth, marital status, nationality, or gender. **Note: An exception to nationality or gender is when you are self-identifying.**
- It may not be necessary to address operational requirements or conditions of employment.
- Unless the advertisement specifies additional documents to include with an application, do not include copies of performance evaluations, letters of reference, certificates, diplomas, etc.

Allowing Sufficient Time to Complete and Submit the Application

Leaving everything to the last possible moment may result in a less comprehensive, polished document. Therefore remember to allocate sufficient time for planning, thinking and recalling examples, researching, and validating the information you need or want to provide. You should also factor in the time needed to have someone review, proofread, edit, etc., and then proofread again after changes have been made.

Although you can access Jobs.gc.ca from both your office and home computer, make sure you allow yourself sufficient time to complete all the steps in the application process.

It is not uncommon to be asked to complete an online questionnaire in addition to submitting a résumé and/or cover letter as part of your application.

Typically, when completing the questionnaire you will be asked to provide details/examples of how you meet the screening criteria, essential, and if applicable asset, education and experience qualifications. It is important to note that responding “see résumé or cover letter” will not be an acceptable response.

Finishing Touches

- 1) Prior to submitting your résumé/application, you should ensure that it:
 - is tailored to the advertisement;
 - is complete, concise, well-organized and easy to read;
 - contains no spelling or grammatical errors; and
 - has limited use of abbreviations

**Anyone can make spelling mistakes.
Even the best authors use editors!**

- 2) Always have someone else proofread it. This step is even more critical if the job advertisement includes any of the following statements:

- Please note the cover letter may be used to assess the ability to communicate effectively in writing
- VERY IMPORTANT NOTE: Candidates must provide a cover letter as the cover letter and resume may be used to assess your ability to communicate effectively in writing
- Please note that in addition to all assessment methods, correspondence and communication in relation to this selection process may also be used to assess certain qualifications

- 3) Review the job advertisement one more time, in particular the sections, important messages, information you must provide and other information to ensure that you have followed all instructions. For example, these areas may instruct you to:
 - provide a cover letter including what criteria to address, maximum number of words or paragraphs, etc.
 - complete an online screening questionnaire or questionnaire;
 - submit your résumé/application online only;
 - include your PRI; current group, level and employment tenure; preferred official language; an email address; preferred location if the advertisement is for multiple locations; etc.

If the method for submitting a résumé/application is specified, it must be used.

Submitting Résumé/Application

Unless specified, acceptable methods of submitting résumés/applications include: online, fax, hand delivery, courier, email and regular mail.

Important: Before deciding whether to apply online or not, click on the “apply online” link in the job advertisement. Follow the instructions provided. On the Job Application page, you will find a check list of all the steps you are required to complete in order to finalize your application. Look for headings such as: Screening Questions or Questionnaire. Clicking on the appropriate link will take you to the document you are required to complete and submit as part of your application.

Do not assume that instructions to complete additional forms will always be provided in the body of the job advertisement. Get into the habit of checking this out for yourself! It is your responsibility to submit a complete application.

Remember! Résumés/applications:

- Submitted electronically or online must be received in the relevant office by the closing date and time specified in the job advertisement. (If you plan to submit your résumé /application/cover letter online but run into technical problems consider sending them as an email attachment. Include a read receipt so you have confirmation that your application was received on time.)
- Sent by fax or delivered by hand, either privately or through a courier service, must also be received by the closing date and time at the fax number or address indicated in the job advertisement.
- Sent by mail must be postmarked at the latest on the closing date and received within ten (10) calendar days of that closing date.

Note: Generally résumé/applications for external job advertisements must be submitted online. Check the job advertisement carefully to determine if other methods for submitting are acceptable.

Jobs.gc.ca Online Applications: Important notes

Use “plain text”

- When submitting your résumé and cover letter online, all formatting will be automatically stripped when you paste information into the online application. Although the words will remain, the original look of your document will change significantly. Therefore, avoid using advanced formatting features such as bold, italics, underlines, colours, charts, tables, graphics, fancy fonts, sizing, etc. in your résumé and cover letter.

Watch Character and Word Allotment

In jobs.gc.ca the maximum character allotments set for résumés are (32,000); cover letters (99,990); and questionnaire responses (from 4,000 to 99,990). Assessment boards can set a lower maximum.

- The system calculates ten (10) characters as equaling one word. Unknown characters and new lines are converted into more than one character.
- It may be redundant to include additional information such as substantive group, level, employment type, self identification as member of Employment Equity group, PRI, citizenship, preferred official language for the appointment process, etc. in the résumé if you have already provided it in the online application form. Remember repeating this information in the résumé/cover letter will use up some of your character allotment.

COLLECTIVE STAFFING (eg. POOLS)

Through a single process, manager(s) can use Collective Staffing to fill current and future positions: across a branch, several branches, cities/locations, or regions; across a department or several departments; within one or several occupational groups (classification); within various tenures; and/or requiring various official language profiles.

To ascertain if the process will be used to do collective staffing, carefully review the advertisement. Look to see if more one of any of the following has been identified: Hiring department; Location; Tenure (eg. Acting, Assignment, Indeterminate, Secondment, Specified Period); Classification and level; and Language requirement. Also, read the section entitled Intent of the process for more specific details regarding the intent of the staffing process. As well,

additional information may be included in the *Important messages* and *Other information* sections of the job advertisement.

If the advertisement does not indicate that the staffing process may or will be used to staff similar positions, create a pool, etc. it CANNOT be used for that purpose.

If you have signed up for **e-mail alerts** on (jobs.gc.ca), review the search criteria you selected. If your criteria for Work Location, Job Type, GC Organizations, Classifications etc., is too narrow, you could miss out on future opportunities. Consider the follow scenario:

Your search criteria is for Edmonton and Indeterminate tenures only. If a collective staffing process is advertised for Winnipeg with a specified period tenure you will not receive an e-mail alert for this opportunity. You may never learn that the intent of this process is to fill one immediate vacancy and to establish a fully assessed pool of qualified candidate that will be used to staff identical or similar positions of various tenures and various location in PWGSCS. Later a PWGSC manager, who participated in this collective staffing process, has an indeterminate vacancy in Edmonton and appoints a fully qualified candidate from this pool.

Not knowing the "intent" of an advertised internal/ external process can result in lost opportunities.

Setting broader search criteria will result in more email alerts for you to consider. However, it will also increase your chances of not missing collective staffing opportunities that are of interest to you.

Next Steps

When you are "Screened In"

You will be advised in writing (typical by e-mail) or by phone that you have been screened in. At that point, or later, you will be given details or instructions about next steps.

If you are "Screened Out"

If you are eliminated at the screening stage, you will be advised by letter or email. Reasons for your elimination will be explained to you and may include one or more of the following:

- your résumé/application did not demonstrate that you met the education or experience;
- you were not within the area of selection;
- you missed the closing date;
- screening was top-down – you may have met all the criteria but were not in the “top 30”;
- an Asset Qualification was used at the screening stage that you do not possess (or you did not address) on your résumé/application.

Informal Discussion

If you are eliminated from an advertised internal appointment process, you can request an informal discussion with the hiring manager or a member of the assessment board to discuss the reasons for your elimination. In some cases, this can provide an opportunity to correct oversights, and it may lead to re-entry into the process.

Appendix A: Action Verbs, Self-Management Skills and Transferable Skills for Résumés

ACTION VERBS

accelerated	delivered	implemented	opened	reinforced	succeeded
accomplished	demonstrated	improved	operated	reorganized	supervised
ascertained	designed	improvised	ordered	repaired	supported
achieved	detected	increased	organized	researched	synergized
adapted	developed	influenced	originated	restored	systematized
administered	directed	initiated	participated	retrieved	team built
adopted	dispensed	innovated	performed	revamped	terminated
analyzed	disseminated	inspired	piloted	reviewed	tracked
approved	distributed	installed	pinpointed	revised	trained
assembled	diverted	instituted	prepared	revitalized	transferred
attained	doubled	interpreted	prescribed	risked	tried
built	effected	introduced	processed	saved	trimmed
collaborated	eliminated	investigated	produced	scheduled	tripled
communicated	employed	launched	profitable	secured	troubleshoot
completed	enforced	lead	programmed	selected	turned
conceived	engineered	led	projected	set up	uncovered
conducted	equipped	lectured	promoted	simplified	unified
consolidated	established	lowered	proposed	sold	upgrade
constructed	evaluated	maintained	proved	solved	utilized
contributed	executed	managed	provided	started	widened
controlled	expanded	monitored	qualified	stimulated	won
coordinated	expedited	motivated	realized	strengthened	worked
created	generated	multiplied	recommended	stressed	
decreased	guided	negotiated	reconciled	structured	
delegated	identified	obtained	reduced	submitted	

SELF-MANAGEMENT SKILLS

academic	competitive	efficient	kind	personable	sincere
accurate	confident	energetic	knowledgeable	pleasant	smart
adaptable	conscientious	enjoyable	lighthearted	positive	sociable
adventurous	conservative	enterprising	logical	practical	sophisticated
aggressive	considerate	enthusiastic	loving	precise	spontaneous
alert	consistent	expressive	loyal	productive	stable
ambitious	constructive	firm	mature	progressive	steady
amiable	cool-headed	flexible	methodical	prudent	strong-minded
analytical	cooperative	forceful	meticulous	punctual	supportive
articulate	courageous	forgiving	moderate	purposeful	systematic
assertive	courteous	formal	modest	quick	tactful
attentive	creative	frank	motivated	quiet	talented
attractive	curious	friendly	natural	realistic	teachable
broad-minded	daring	generous	objective	receptive	tenacious
businesslike	decisive	hardworking	obliging	reflective	thorough
calm	dedicated	helpful	open-minded	relaxed	thoughtful
capable	deliberate	healthy	optimistic	reliable	tolerant
careful	dependable	honest	orderly	resourceful	trusting
cautious	determined	humorous	organized	responsible	trustworthy
charitable	diligent	imaginative	original	retiring	unaffected
charming	diplomatic	independent	outgoing	risk-taking	versatile
cheerful	disciplined	industrious	patient	secure	
clear-thinking	discreet	informal	people-oriented	self-confident	
clever	dominant	introspective	perceptive	self-reliant	
compassionate	eager	inventive	perfectionist	sensitive	
competent	easygoing	keen	persevering	sharp-witted	

TRANSFERABLE SKILLS

MANAGEMENT	INTERPERSONAL	RESEARCH	WORKING WITH INFORMATION	FINANCIAL/MATHEMATICAL
Planning	Relating	Clarifying	Projecting	Calculating
Organizing	Guiding	Surveying	Proofreading	Budgeting
Supervising	Adjusting	Interviewing	Diagnosing	Accounting
Coordinating	Listening	Investigating	Hypothesizing	Appraising
Directing	Liaising	Inspecting	Investigating	Solving
Prioritizing	Protecting	Gathering	Analyzing	Estimating
Briefing	Consulting	Synthesizing	Evaluating	Computing
Consulting	Motivating	Extracting	Substantiating	Bookkeeping
Coaching	Attending	Diagnosing	Researching	Auditing
Mentoring	Caring	Reviewing	Surveying	Record Keeping
Evaluating	Sensitive	Organizing	Synthesizing	Allocating
Controlling	Intuitive	Critiquing	Testing	Purchasing
Problem Solving	Understanding	Collecting	Prioritizing	Detail Oriented
Delegating	Treating/Nursing	Writing	Screening	Mathematical
Administering	Recruiting	Interpreting	Organizing	Logical
Advising	Rehabilitating	Assessing	Categorize	Interpret Policy
Analyzing	Serving	Analyzing	Summarize	Apply Policy

COMMUNICATION	CREATIVE	MANUAL	DETAIL	TEACHING
Speaking	Innovating	Operating	Arranging	Influencing
Writing	Developing	Assembling	Compiling	Persuading
Listening	Designing	Cutting	Tabulating	Informing
Influencing	Performing	Driving	Inspecting	Communicating
Persuading	Creating	Bending	Classifying	Explaining
Reasoning	Decorating	Installing	Collecting	Adapting
Discussing	Conceptualizing	Grinding	Systematizing	Encouraging
Extracting	Generating Ideas	Binding	Comparing	Guiding
Interviewing	Visualizing	Lifting	Organizing	Coaching
Translating	Painting	Drilling	Recording	Mentoring
Negotiating	Shaping	Manipulating	Tracking	Educating
Arbitrating	Sculpting	Repairing	Meet Deadlines	Instructing
Mediating	Performing	Restoring	Strategize	Stimulating
Reconciling	Inventing	Build	Layout/Format	Facilitating
Interpreting	Compose	Construct	Monitor	Consult
Collaborating	Improvise	Physical	Observe	Public Speaking
Promoting	Display	Coordination	Logical	Promote
		Invent		

Appendix B: Glossary of Terms

The following are some of the terms used in relation to the federal public service appointment processes. For a complete list of terms and their definitions, go to:

Public Service Commission – Glossary:

<http://www.psc-cfp.gc.ca/abt-aps/gls/index-eng.htm>

Aboriginal Person – An employment equity designated group under the Employment Equity Act. Is defined in the Employment Equity Act, as persons who are Indians, Inuit or Métis.

Accommodation – Refers to the design and adaptation of the work environment, policies and procedures to the needs of persons protected by the Canadian Human Rights Act in order to avoid discrimination, provided such design and adaptation do not cause undue hardship in terms of health, safety and cost.

Acting Appointment – the temporary appointment of an employee to another position, if the appointment on a term or indeterminate basis would have constituted a promotion.

Advertised Appointment Process – An appointment process where persons in the area of selection are informed of and can apply to an appointment opportunity.

Anticipatory Staffing – A process to staff positions that may or will become vacant, rather than positions that are currently vacant.

Appointment – An action taken to confer a position or set of duties on a person. Appointments to and within the public service made pursuant to the *Public Service Employment Act* are based on merit and non-partisanship.

Appointment Processes – Series of actions taken pursuant to the *Public Service Employment Act* with a goal to appoint a person to a position.

Area of Selection – The area of selection refers to the geographic, occupational, organizational, and/or Employment Equity criteria that applicants must meet in order to be eligible to participate in the appointment process. (See National area of selection)

Assessment of candidates – The process of determining whether and (optionally) to what degree, a candidate meets the essential and applied asset qualifications established; and the process of determining whether a candidate meets the applied operational requirements and organizational needs established.

Assessment Process – Must occur before a qualified candidate can be appointed. In order to be considered, candidates are evaluated and deemed to have met Essential Qualifications and other merit criteria established for the job. Candidates are assessed using tools that may include (but are not limited to) a review of résumés/applications, a written test, interviews and reference checks. Qualifications may be assessed on a narrative, numerical, or on a meet/does not meet basis.

Asset Qualifications – While it is not essential to performing the work, it is a qualification that, now or in the future, would benefit the organization or enhance a person's ability to do the job. Asset Qualifications may include: experience, education, knowledge, skills, competencies, personal suitability, or any other qualification with the exception of official language requirements. Asset Qualifications only need to be assessed if they factor into the decision about who is being considered for appointment.

Assignment – The temporary movement of an employee at level within an organization to perform a set of duties or functions of another existing position or to take on a special project. It is an administrative measure that is not an appointment or a deployment, and it cannot constitute a promotion or extend an employment period. The employee continues to be the incumbent of their substantive position while on assignment.

Barrier – Physical obstacles, policies, practices or procedures that restrict or exclude persons in designated groups or those protected by the *Canadian Human Rights Act* from employment-related opportunities in the federal public service.

Bilingual position – A position requiring the knowledge and use of both English and French

Casual employment – A short-term employment option to hire a person. Under the Public Service Employment Act (PSEA), a casual worker cannot work more than 90 working days in one calendar year in a given organization. Other provisions of the PSEA, including the merit requirement and eligibility for internal appointment processes, do not apply to casual workers.

Classification – The occupational group, sub-group (if applicable) and level assigned to a person or a position.

Collective staffing process – An approach that allows for one appointment process to fill several similar positions within or among departments and agencies.

Conditional offer of appointment – An offer of appointment is conditional when it contains one or more conditions that must be satisfied before the appointment takes effect.

Condition of appointment – Any condition, other than a qualification, which must be met or complied with before appointment. Conditions of appointment may be criteria, such as operational requirements or organizational needs.

Condition of employment – Any requirement that a person must meet or comply with before being appointed, and must continue to meet or comply with as long as they occupy the position. Conditions of employment may be the same as operational requirements or organizational needs. Examples include: security clearance, drivers license, and medical suitability.

Deployment – The movement of a person from one position to another at the level of, or equivalent to the level of their current job. A deployment does not constitute an appointment. It cannot be a promotion and cannot change the tenure of employment from specified term to indeterminate. A person who is deployed is no longer the incumbent of their previous position. Deployment can occur within a department or between public service organizations. An employee's consent to deployment is required; however, there are exceptions, (e.g. if agreement to being deployed was a condition of employment for the person's current position).

Designated Group – As defined by the *Employment Equity Act*, these groups include women, Aboriginal peoples, persons with disabilities, members of visible minorities and women. (See Employment Equity Designated Group)

Employee – A person employed in the part of the public service to which the Public Service Commission has the exclusive authority to make appointments. Casual and part-time workers are not employees.

Employment Equity Designated Group – Defined by the *Employment Equity Act*, these groups include women, Aboriginal peoples, persons with disabilities and members of visible minorities. (See Designated Groups)

Employer – As defined in the Public Service Employment Act, in relation to an organization named in Schedule I and IV to the Financial Administration Act, the Treasury Board is the employer. In the case of a separate agency to which the Public Service Commission has the exclusive authority to make appointments, the agency itself is the employer.

Essential Qualifications – Are those qualifications necessary to perform the work. These qualifications must be met in order for a person to be appointed and can include: education, experience, occupational certification, knowledge, abilities and skills, competencies, aptitudes, and personal suitability. Essential Qualifications established for the job must always be assessed. Official language requirements must be identified as an Essential Qualification.

Essentially assessed pool – A repository of persons who have been assessed and who have met all the essential qualifications of the position(s) for which they were assessed.

EX-equivalent levels – Commonly called “EX equivalents”, these levels correspond to at least the entry level of the Executive Group.

Executive Group – An occupational group providing leadership to the public service. It consists of five levels (EX-1 to EX-5).

External appointment process – A process for making one or more appointments in which persons may be considered, whether or not they are employed in the public service.

First Official Language – The official language (either English or French) with which an employee has a primary, personal identification. The first official language is the official language in which the person is generally more proficient.

Fully assessed pool – A repository of persons who, in addition to having met all the essential qualifications, have been assessed on all the other merit criteria of the position(s) for which they were assessed.

Geographic criterion – The geographic criterion in an area of selection refers to where applicants must reside or be employed in order to be eligible to participate in the appointment process.

Imperative appointment – The requirement that the person appointed to a bilingual position meet the language requirements of the position at the time of appointment.

Indeterminate (permanent) employment – Employment of no fixed duration, whether part-time, full-time or seasonal.

Informal Discussion – The opportunity for a person eliminated from consideration in an internal appointment process to discuss the decision informally before an appointment is made.

Internal appointment process – A process for making one or more appointments in which only persons employed in the public service may be considered.

Inventory – A repository of persons who have responded to an advertisement and meet the registration condition(s); however, they are usually not yet assessed.

Job Advertisement – Informs the persons in the area of selection about a job opening. It provides opportunity for them to apply and to demonstrate their qualifications with reference to the established merit criteria. The advertisement must include essential qualifications but it may also feature other merit criteria, such as current and future operational requirements, and current and future organizational needs.

Language requirements of the position – The designation of a public service position as bilingual or unilingual, according to the following categories: bilingual, English essential, French essential or either English or French essential.

Linguistic Profiles – Are represented by a group of letters (A, B, or C) which follow the terms "Bilingual Imperative" or "Bilingual Non-Imperative" on the job advertisement. These letters represent the skill level required in each official language. The first set of letters represents English language qualifications, and the second represents those for French. The first letter in each group refers to Reading, the second to Writing, and the third to Oral Interaction. Skill levels are indicated as follows: C = Superior; B = Intermediate; A = Minimum.

Member of a visible minority group – As defined in the *Employment Equity Act*, persons, other than Aboriginal peoples, who are non-Caucasian in race or non-white in colour.

Merit – One of the core values of the Public Service Employment Act. An appointment is made on the basis of merit when a person to be appointed meets the essential qualifications for the work to be performed including official language proficiency. Any current or future asset qualifications, operational requirements, and organizational needs may also be considered.

Merit Criteria – Under the *Public Service Employment Act*, merit is the basis for assessing and appointing candidates to positions. Some merit criteria are related to the person, some are related to the work and others are related to the organization. The four types of criteria are essential qualifications, asset qualifications, operational requirements, and organizational need.

National area of selection (NAOS) – Refers to the use of a geographic criterion in an area of selection that includes persons residing in Canada and Canadian citizens residing abroad. (See Area of Selection)

Non-advertised appointment process – An appointment process that does not meet the criteria for an advertised appointment process.

Non-imperative appointment – An indeterminate appointment to a bilingual position not requiring a person to meet the required level of language proficiency at the time of appointment. Individuals appointed as a result of a non-imperative appointment either meet the language requirements at the time of appointment, agree to attain the required level of language proficiency within two years of the date of appointment or are exempted from meeting the language requirements of the position on medical grounds as a result of their eligibility for an immediate annuity within two years of appointment.

Notification – The two-step requirement to provide, in writing, the name(s) of the person(s) being considered for appointment, known as Notification of Consideration, and the name of the person being appointed or proposed, known as the Notification of Appointment or Proposal of Appointment, to persons in the area of selection who participated in an advertised internal appointment process and to all persons in the area of selection for a non-advertised internal process.

Operational Requirements – A merit criterion that related to current or future requirements of the organization for the proper functioning of the work unit or the organization (such as work done on weekends, travel, shift work).

Organizational Needs – A merit criterion relating to current or future needs that could enhance the way in which the organization operates or fulfills its mandate. Organizational needs could include the consideration of employment equity designated group members.

Partially assessed pool – A repository of persons who have assessed on some, but not all, of the merit criteria of the position(s) for which they were assessed.

Part-time employee – A person who ordinarily works more than one third of, but less than the normal scheduled daily or weekly hours of work established for persons doing similar work, and is an employee as defined in the Public Service Employment Act.

Persons with disabilities – An employment equity designated group under the Employment Equity Act. As defined by the Employment Equity Act, a person who has a long-term or recurring physical, mental, sensory, psychiatric or learning impairment and who a) consider themselves to be disadvantaged in employment by reason of that impairment, or b) believes that an employer or potential employer is likely to consider them to be disadvantaged in employment by reason of that impairment, and includes persons whose functional limitations owing to their impairment have been accommodated in their current job or workplace.

Pool – Contains the names of candidates who have been assessed and found to be qualified as the result of an appointment process.

Public Service – As defined by the *Public Service Employment Act*, the positions in or under the departments named in Schedule I of the *Financial Administration Act* (FAA), the organizations named in Schedule IV of the FAA and the separate agencies named in Schedule V of the FAA.

Public Service Staffing Tribunal – Deals with complaints related to internal appointments. The role of the Tribunal is to provide both employees and employers with a fair, efficient, and independent resolution of employee complaints.

Qualification standards – Pursuant to the *Public Service Employment Act* standards are established in relation to education, knowledge, experience, occupational certification, language or other qualification(s) that the employer considers necessary or desirable having regard to the nature of the work to be performed and the present and future needs of the public service.

Qualifications – Elements such as education, experience, skills, abilities, competencies, knowledge, official language proficiency, aptitudes, personal suitability and occupational certification that are related to the work to be performed. The qualifications are listed on the statement of merit criteria and provide the basis for assessment. (See essential qualifications and Asset qualifications)

Right fit – The manager must decide on the right fit for the job, and is accountable for his or her decision. Candidates are assessed individually against the merit criteria established by the hiring manager and appointees must always meet the essential qualifications. There is flexibility in how the manager can determine the right fit. A right fit decision respects the core values of merit and non-partisanship and the guiding values of fairness, transparency, access, and representativeness.

Secondment – The temporary move of an employee to another organization in the core public administration (Schedule I and IV of the Financial Administration Act), and other organizations for which the Treasury Board is the employer to perform the functions of a position that already exists or to take on a special project. A secondment cannot result in a promotion or extend an employment period. Employees resume their former duties at the end of a secondment.

Selection – The stage of an appointment process at which a manager chooses the person to be hired.

Self-declaration – Voluntary information provided by applicants in appointment processes for statistical purposes related to appointments and, in the case of processes targeted to employment equity groups, to determine eligibility.

Self-identification – Collection of employment equity information voluntarily provided by employees, for statistical purposes in analyzing and monitoring the progress of employment equity groups in the federal public service and for reporting workforce representation.

Specified term employment – Employment of a fixed duration, whether full-time or part-time.

Statement of Merit Criteria – A listing of the criteria that will be used for assessing merit in the context of an appointment process, e.g. essential qualifications, conditions of employment and, if applicable, asset qualifications, operational requirements and organizational needs (See Merit and Merit criteria)

Substantive Position – Position to which a person has been appointed or deployed under the Public Service Employment Act, other than an acting appointment.

Tenure – The period of time which a person is employed

Type of employment – The characteristics of the employee tenure. For example, casual and indeterminate.

Type of tenure – The period of employment. For example, specified period with specific starting and ending dates or indeterminate where there is no defined end date

Waiting period – The minimum five-day period when no appointment can be made or proposed; it begins on the date the persons to be notified are informed of the name(s) of the persons being considered for appointment; it applies to all internal appointment processes except acting appointment and incumbent-based appointments.

Woman – An employment equity designed group under the *Employment Equity Act*.



Appendix C: Résumé for an advertised Federal Public Service position (sample included)

Quick Qs and As:

Q: Most résumé-writing resources say to keep things to a page or two. How long is too long?

A: In the private sector, it is common practice for résumés to be a maximum length of two pages. For the Federal Public Service, unless specifically stated in the job advertisement, there is no minimum or maximum page count for an application. Your résumé/application must show how you possess all Essential Qualifications (education, experience and language) and, if applicable, asset education and experience, of the position, regardless of the number of pages it takes to do this. A successful application is based on content, not length.

Important to note: When using the “Apply Online” feature of jobs.gc.ca remember that the maximum character allotments set for résumés are (32,000); cover letters (99,990); and questionnaire responses from (4,000 to 99,990). Assessment boards can set a lower maximum.

Q: I have heard that federal government job processes require your résumé/application to hit on every point of the posted qualifications or else you will be screened out. Is this true?

A: Your résumé/application must address all the Essential Qualifications (education, experience and language) and if applicable, asset education and experience, specified in the job advertisement. However, it is more than just hitting every point. You must provide the appropriate level of detail based on what the board is asking/looking for. The key to preparing a résumé/application for the Federal Public Service is to examine the advertisement carefully to determine the type and appropriate level of detail.

A short résumé may exclude key information about your relevant skills and qualifications. As stated earlier, the goal of your résumé/application is to get you screened in to the appointment process. Shortening page count at the expense of providing the appropriate level of detail may result in your résumé/application being screened out.

When preparing a résumé for the Federal Public Service, aim for an appropriate balance of relevant content and length based on the position you are applying for.

Example Résumé

The following is an example of a résumé (pg. 20-24) targeting a higher-level professional position as advertised on jobs.gc.ca. (For our purposes, we will assume there was no requirement to include a cover letter.) Refer to [Writing Your Federal Government Cover Letter handbook](#) for specific information on preparing your cover letter. Two examples of letters are included.

The essential education, experience and asset experience criteria were copied directly from the job advertisement and have been pasted in as headings. The criteria were copied verbatim (without rewriting or condensing) to avoid changing the context, as this can result in failing to provide the correct information. Relevant and concrete examples from the candidate’s actual work history were then provided under each heading.

The example includes additional, but relevant, information that you may or may not include in your résumé. For example, the subsection titled “Development” (located under the heading **Education and Professional Development**) shows all courses, training, and Associations and Memberships that the candidate possesses which are applicable to the position. Candidates may also choose to use the **Community Service** heading to provide examples of their participation in a team environment, leadership roles, etc. **Team Awards and Recognition** provides opportunity to discuss commitment to client services, service excellence, team work, etc.

When deciding whether or not to include this type of information, ask yourself two questions:

- Is it relevant to the position I am applying for?
- Will it be of interest or value to the hiring manager?

The résumé uses a Combination format which can be easily changed to a Chronological format by removing the sub-headings “Essential Qualifications” and “Asset Qualifications”. Then each experience statement can be copied into the “Employment History” section under the appropriate position.

The following is a snap shot of a job advertisement highlighting the specific Essential and Asset (other qualifications) Qualifications addressed in the example résumé.

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

Education:

Graduation with a degree from a recognized university with acceptable specialization in human resources management, labour or industrial relations, psychology, public or business administration, organizational development, education sciences, social sciences, sociology or any other field relevant to the work to be performed.

Experience:

Significant experience in providing advice and guidance in management in two or more of the following Human Resource disciplines: Staffing, Classification, HR Planning, etc.

Experience using various software applications, such as Word and Excel, as well as HR management software.

Experience in conducting research and writing reports.

If you possess any of the following, your application must also clearly explain how you meet it (other qualifications)

Experience in delivering presentations.



SANDY RECRUIT
12345 - 123 Street
St. Albert, Alberta T5G 3P4

(res.) 555-555-5555 (bus.) 555-555-5555 (cell) 555-555-5555
Email: sandy.recruit@pwgsc-tpsgc.gc.ca

Career Objective: Human Resources Advisor, PE-03, PWGSC, Edmonton AB
Selection Process no.: 2009-SVC-IA-EDM-12345

PROFESSIONAL SUMMARY

Action-oriented HR professional with over 8 years of direct experience as a multi-disciplined HR advisor. Extensive experience in HR program delivery including: staffing, classification, HR planning, and learning. Proven ability to work in a sensitive environment, particularly as related to employee and management initiatives. Solid interpersonal, communication and organizational skills. Strong research, analytical and problem-solving skills. Extensive facilitation and presentation experience. Values client service delivery, teamwork, ethical conduct, and professional networking and collaboration.

MAJOR ACCOMPLISHMENTS

- Successfully placed 32 departmental employees affected by workforce adjustment. Worked closely with staff, management, local/regional union representatives, internal HR colleagues (including the Employee Assistance Counselor and Career Management Advisor), and other government departments' HR Advisors to facilitate the job placements. Proactively addressed and effectively managed and resolved issues and staff concerns during period of transition by keeping lines of communication open.
- Instrumental in the development and ongoing delivery of the Staffing for Employees session. Co-wrote and piloted the session. Collected, reviewed, and analyzed evaluations from pilot session. Incorporated changes based on participant feedback. Trained other HR Advisors to deliver future sessions.
- Tasked with researching effective recruitment and retention strategies used by "Employer of Choice" companies. Researched public service and private sector organizations. Wrote and presented report to Director of HR. Final report included a comprehensive summary of the top five initiatives common to all "Employer of Choice" organizations; cost benefit analysis; reviews; recommendations; and funding request. Recommendations were accepted and funding approved. All initiatives were successfully implemented.

ESSENTIAL QUALIFICATIONS

Education:

Graduation with a degree from a recognized university

Obtained a BA degree with a major in Psychology from the University of Alberta augmented with a diploma in Industrial Relations and a Human Resource Management certificate. Since joining the public service, received Staffing Certification; Classification Accreditation; and Certified Human Resources Professional (CHRP) Designation

Experience:

Significant experience in providing advice and guidance to management in two or more of the following Human Resource disciplines: Staffing, Classification, HR Planning, etc.

Over 7 years direct experience providing comprehensive and strategic advice, coaching, and support to managers and employees in all facets of HR management including: staffing; classification; and human resource planning. Consults with managers and employees about interpretation and application of a wide variety of legislation, policies, regulations, directives, and collective agreements. Provides expert advice and guidance to managers on topics related to HR issues, trends and directions and on the development, selection, implementation, and management of HR strategies.

Staffing

- Assists managers by providing advice and guidance on all aspects of the staffing process, such as determining resource requirements and developing corresponding staffing strategies; developing appropriate merit criteria; and the selection, development and application of effective assessment tools.
- Assists managers with effectively managing their staff and exercising their delegated authority by providing advice and guidance on the interpretation, explanation and application of staffing legislation, policies, guidelines, practices and procedures; and collective agreement provisions.
- Provides managers with knowledge, tools and assistance to ensure the timely completion of accurate staffing processes.
- Provides strategic advice to managers on the legalities and options available to resolve contentious HR issues, such as grievances, appeals, disciplinary issues, harassment complaints, and labour disruptions including strike planning and resolution of designation issues.
- Advises managers on the application of the Workforce Adjustment policy. Provides guidance, counseling and advice to affected employees on the policy as well as their rights and entitlements, enabling them to make informed decisions.
- Provides advice and guidance to managers on matters such as: improving employee performance; creating or seeking development opportunities for staff; seeking additional information or clarification on educational leave, required and mandatory training, and learning policies and directive; and the regional learning plan process.
- Provides client managers with expert advice and guidance by researching, analyzing and outlining available options for selecting options for optimum efficiency and effectiveness.
- Actively participated on teams set up to facilitate the transition of employees affected by Workforce Adjustment and Alternative Forms of Service Delivery initiatives. Assisted with the identification and clarification of goals, priorities, resources, communication strategy, and accountabilities; contributed to developing procedures; facilitated meetings; identified and resolved issues; and prepared and wrote reports and briefing packages.
- As subject matter specialist participates in meetings, on working groups and project teams to develop HR strategies, plans, priorities, guidelines, directives, and procedures.
- Represents branch and/or region on various internal and external management meetings such as Local Union Management Consultation Committee (UMCC) and Interdepartmental HR Committee.
- Provides direction and coaching to staffing assistants and summer students. Tutors, coaches and mentors new staffing officers.

Classification

- Provided information, advice, interpretation, and guidance to managers and employees on departmental and federal policies, practices and procedures regarding classification requests, organization design, job classification and evaluations. Provide ongoing operational job description writing.
- Conducted on-site audits and interviews to analyze, evaluate and verify the accuracy of work descriptions and modify individual jobs and components of the organization. Obtained required information to fully understand the duties and responsibilities of the position and to determine appropriate classification level. Made recommendations on approach and content based on the application of classification standards and on precedential situations.
- Advised senior executives and directors on the reorganization and integration of branches as a result of major departmental restructuring. Conducted needs analyses, submitted options, presented proposals for national review and approval, prepared functional organization charts, and wrote work descriptions.
- Delivered formal and ongoing organizational design and classification training to HR Advisors and Assistants.

Human Resource Planning

- Consults with managers to determine HR requirements, develops short and long term HR plans and strategies incorporating departmental and regional Employment Equity and Official Language objectives.
- Collaborates with senior management, functional managers, and project managers to develop HR plan.
- Delivers 1/2 day HR planning sessions to delegated managers throughout the region.

Experience using various software applications, such as Word and Excel, as well as HR management software

- Routinely uses Word and Excel to compile and prepare staffing reports for managers, HQ, the PSC and internal use.
- Prepares and edits documents, reports, rating guides, letters of offer, and other written correspondence using Word Pro and Word.
- Creates and formats presentation material using PowerPoint.
- Inputs, updates, maintains and validates information in HRMS, e.g. classification and staffing actions.
- Researches and retrieves data in HRMS. Generates reports and statistics data to meet departmental and central agency requirements; and for monitoring and tracking activities.

Experience in conducting research and writing reports

- Researches then prepares briefing notes, reports, rationales, recommendations and correspondence to substantiate and/or communicate explanations, decisions, conclusions, and recommendations to clients, senior management and other stakeholders.
- Researches, analyzes and prepares staffing, statistical and monitoring reports, and responses to enquiries for/from HQ, management and PSC.
- Researches and develops program guidelines and procedures.
- Investigates facts, researches precedents, reviews policies, guidelines and practices, and consults with HQ and/or central agency specialists when assisting managers with unique or complex appointment processes, resolving complaints, grievances and disciplinary matter's or when representing the department at hearings.
- Researches, writes, and presents to employees results of classification grievances and decisions; and organizational design decisions that impact a work group.
- Researched and wrote workplace business casual dress guidelines for review by Regional Director of HR and distribution to the Executive Committee. Guidelines were adopted.

ASSET QUALIFICATIONS

Experience in delivering presentations

- Prepares and presents employer's position at hearings, investigations and various administrative tribunals such as the Workers' Compensation Board.
- Makes presentations to senior management on HR issues; presents background information and recommendations; gains organizational commitment and approval for implementing changes.
- Creates and delivers presentations/sessions/workshops regarding HR policies and procedure on topics such as Workforce Adjustment, Harassment, Diversity, Performance Management, Delegation, Staffing, Competency Development, and Classification, to managers, supervisors, employees and HR staff and colleagues. Examples include: "Staffing for Employees"; three-day "Staffing for Managers" course; and two- day "Labour Relations for Managers".
- Prepares training materials and tools; follows course outline; monitors group reactions; adjusts approach and delivery plan when appropriate; responds to questions; reviews and analyses participants' perceptions and evaluations; and makes necessary changes.
- Planned, customized, coordinated, delivered and evaluated the departmental learning program. Conducted needs analysis and assessed the training needs and requirements of the organization, branches, individual employees and teams; allocated and administered the \$150,000 training budget; developed and delivered courses.

EMPLOYMENT HISTORY

2008 - Present	Human Resources Advisor; PE-02 Public Works and Government Services Canada	Edmonton, Alberta
2009	A/Human Resources Learning Advisor; PE-03 (1 yr.) Public Works and Government Services Canada	Edmonton, Alberta
2006 - 2008	Human Resources Advisor; PE-02 Environment Canada	Edmonton, Alberta
2005 - 2006	Human Resources Advisor; PE-01 Environment	Calgary, Alberta
2003 - 2005	Human Resources Officer Government of Manitoba	Winnipeg, Manitoba

OTHER RELEVANT POSITION HELD

Accounting and Payroll Assistant Ramada Inn	Dauphin, Manitoba
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EDUCATION AND PROFESSIONAL DEVELOPMENT

Education:

- Industrial Relations Diploma University of Alberta
- Human Resource Management Certificate University of Alberta
- Bachelor of Psychology University of Manitoba

Certification and Designation:

- Staffing Certification
- Successful completion of the Appointment Framework Knowledge Test (AFKT)
- Classification Accreditation
- Certified Human Resources Professional (CHRP) Designation

Development:

Human Resources: CSPS Courses for HR Functional Specialists: Staffing for Staffing Specialists; HR Planning; Preparing for Selection Interviews; Find the Right Fit Using an Objective Eye; Intro to Employment Equity and Diversity, Human Resources, and Official Languages; Public Service Resourcing System (PSRS); Labour Relations for HR Advisors; Organization and Classification - Coordination of Program Activities & Tools and Methods; Coaching and Tutoring in Organization and Classification
Conferences: Alberta PE Conference 2008, 2006, 2005

Communication: Proposal Writing; Business Writing; Alternate Dispute Resolution and Interest-based Negotiations; Training for Trainers; Diversity Awareness; Conflict Resolution; Having Difficult Conversations

French language: Currently enrolled in part time French language training (PFL2) with the CSPS. 11 out of 14 sessions completed.

Computers: Word; Excel; Internet/Intranet; Outlook; HRMS; PeopleSoft; PowerPoint; Publiservice

Associations

and Memberships: Alberta Interdepartmental Staffing Council - current
Interdepartmental Classification Committee - past member
Planning Committee for Alberta PE Conference – 2008

COMMUNITY SERVICE

- Chairperson – PWGSC/Government of Canada United Way Campaign 2008
- President - Community League

TEAM AWARDS AND RECOGNITION

• Partnership Award

ADM, Real Property Services - awarded to the HR Resourcing Team Western Region 2010
In recognition and appreciation of outstanding efforts, exceptional service and commitment to excellence.

• Service of Excellence Award

ADM, Human Resources - awarded to the HR Learning Programs Team 2009
In recognition of significant contribution to the human resources activities in the Western Region.

• Deputy Minister's Commendation Award

DM, PWGSC - Human Resources Branch was nominated 2008
In recognition of significant contributions to the department and providing exemplary service to clients.

REFERENCES

Available upon request

Résumé of Sandy Recruit – page 5

Example

Appendix D: Additional Resources

Contacts

- For questions regarding an internal advertised process contact the person or email address listed at the end of the job advertisement.

PWGSC Western Region Career Management Handbooks

- *Writing Your Federal Government Résumé*
- *Writing Your Federal Government Cover Letter*

Electronic copy – There are three options for accessing electronic copies:

1. *The WiRE*

- Go to <http://intranet.wst.pwgsc.gc.ca/>;
- At PWGSC Services (drop box), select **HR Site**;
- Select **Learning and Career**;
- Select **Career Management**;
- Under Other Resources, select **Western Region Résumé and Cover Letter Handbooks**

2. Follow the URL:

<http://intranet.wst.pwgsc.gc.ca/PWGSCServices/HumanResources/LearningandCareer/CareerManagementServices/ResumeandCoverLetterHandbooks>

3. GCPedia:

http://www.gcpedia.gc.ca/wiki/PWGSC_Human_Resources_Branch/Career_Management

Hardcover copies are also available in the Western Region Human Resources Library.

Books

Books on résumés, cover letters and interview preparation are available from the Western Region Human Resources Library. To search the inventory, go to:

<http://intranet.wst.pwgsc.gc.ca/PWGSCServices/HumanResources/LearningandCareer/Learning/HRLibrary/HRLibrarySearch>

Web Sites

- jobs.gc.ca – One source for Public Service job opportunities.
- Additional definitions for terminology used in this handbook and on job advertisements, refer to: <http://www.psc-cfp.gc.ca/abt-aps/gls/index-eng.htm>

