

Position titles: Program Clerk, DND – Central Registry Administrator and Program Clerk, DND – Support Clerk

Number of Vacancies: 2

Section: Canadian Defence Liaison Staff Washington (CDLS (W))

Location: Embassy of Canada, Washington, D.C.

Position no: EXT-403411 and EXT- 403410

Level: LE-A1

Starting salary: \$46,008 USD plus benefits

Competition no: 4527

Date posted: July 9, 2021

Closing date: July 30, 2021 06:00:00 PM ET

Employment Tenure: Indeterminate

This staffing process may be used to create an eligibility list of qualified candidates for this position and for similar positions in other programs at the Embassy with various tenures, including indeterminate, term, assignment/ transfer, emergency, and acting opportunities.

Area of Selection:

This competition is open to applicants who are:

- Persons living in the greater Washington Metropolitan area;
- Employees of the Embassy of Canada in Washington, DC;
- Employees of any Canadian Mission in the United States. Relocation will not be paid in any circumstance; or
- Spouses and dependents of Canada-based staff (CBS) at the Embassy of Canada.

All applicants must:

- Have authorization to work in the United States in a foreign mission (US Citizens, Legal Permanent Residents or A, G or NATO-2 category visa holders).
- Meet at least one of the Area of Selection criteria.
- Meet all of the Essential Requirements stated below.
- Submit a resume and a cover letter by the closing date and time. The cover letter must clearly demonstrate the points above.

Note: Failure to provide any of the information required above will result in your application being rejected. All communication relating to this process, including email correspondence may be used in the assessment of qualifications. Supporting documentation will be verified during the process.

Summary of duties:

Program Clerk, DND – Central Registry Administrator: Under the general supervision of the Administration Officer (Admin O) at CDLS(W), the Central Registry (CR) Administrator has the

responsibility to control the information management and CR functions at CDLS(W), through the use of the an electronic computer software application. The CR Administrator is the primary authority for the management of all correspondence at CDLS(W) and exercises considerable judgement in the handling and management of classified material in accordance with the Global Affairs Canada (GAC) and the Department of National Defence (DND) security regulation, up to and including Secret/Protected C levels. The CR Administrator determines the file structure and manages correspondence for action, the archival of documentation to the National Archives for long-term retention, and the destruction process of all other correspondence at the end of its shelf life.

Other duties include: the distribution and forwarding of mail to supported Canadian Armed Forces personnel posted across the US; data entry; the distribution/broadcasting of messages and emails on behalf of the Commanding Officer (CO) CDLS (W); updates to the CDLS(W) Welcome and Departure booklets; processing of translation requests; and other duties as assigned by the Admin O.

Program Clerk, DND – Support Clerk: Under the general supervision of the Administration Officer (Admin O) at CDLS(W), the Support Clerk will perform some of the Central Registry (CR) functions as well as preparing medical and utility claims using different check lists prior to submit for review and payment approval. Other duties include: periodically assist Protocol Coordinator with Diplomatic in and out processes as well as Employment Authorization Document applications also using different check lists.

Both positions will share the following duties:

- The distribution and forwarding of mail to supported Canadian Armed Forces personnel posted across the US;
- Data entry;
- The distribution/broadcasting of messages and emails on behalf of the Commanding Officer (CO) CDLS (W);
- Updates to the CDLS(W) Welcome and Departure booklets;
- Processing of translation requests; and
- Other duties as assigned by the supervisor.

Essential requirements:

Candidates must demonstrate clearly how they meet the Language, Education and Experience requirements listed below.

Language:

English

Education:

Successful completion of secondary school or equivalent.

Experience:

- Experience working in office management and administration;
- Experience using Microsoft Office; and
- Experience in data entry and record keeping (physically and electronically).

Rated requirements:

Candidates who meet the Language, Education and Experience requirements will be assessed on the following qualifications. The assessment may include: a written test, an interview, an in-basket exercise, and/or a skills test.

Knowledge:

- Knowledge of the requirements for the handling and storage of sensitive information and material;
- Knowledge of general administrative procedures and best practices including but not limited to filing, office organizational procedures email and telephone etiquette; and
- Knowledge and proficiency in computer software, including Adobe Design and Microsoft Office (i.e. Word, Excel and Outlook).

Abilities:

- Communicate effectively in English, both orally and in written form using a clear and organized structure;
- Provide excellent client service;
- Research, comprehend and utilize the various administrative and policy directives; and
- Demonstrate attention to details.

Personal Suitability:

- Effective interpersonal relations;
- Discretion;
- Initiative; and
- Sound judgement.

Asset Qualifications:

- The ability to work in French would be an asset.

- Previous experience within a Military or Diplomatic environment.
- Knowledge of a secure information system/document classification.
- Previous experience with claims in general.

Selection procedure:

The staffing process will consist of a review of all applications to ensure that applicants meet the essential requirements. **Failure to meet any of the essential requirements eliminates candidates from further consideration in the competition.** Only those applicants who meet these will be contacted by the Human Resources Section for assessment of the Rated Requirements. The assessment may include an interview, a written test and other tests that will consist of a series of questions designed to evaluate each applicant's knowledge, abilities and personal suitability for the position. Reference checks may be sought for candidates who reach the interview stage and may form part of the selection process. Communication for this process will be sent via email. It is the responsibility of the candidates to ensure accurate contact information is provided and updated as required. Candidates who apply to this vacancy should include an email address that accepts email from unknown users and regularly check their email, including spam folder. Candidates requiring any special assistance in attending exams or interviews are requested to inform us prior.

The Embassy is committed to conducting inclusive, barrier-free selection processes. Our organization offers an inclusive workplace where respect, teamwork, and collaboration are part of our culture. Canada's missions abroad are committed to promoting and supporting an environment free from harassment and discrimination, as well as encouraging and supporting employees to learn and develop their skills and competencies.

Please find a summary of our benefits package and information on employment eligibility [here](#).

Condition of employment (must be met):

- Eligibility for a Government of Canada Secret Status (Canadian, United States, United Kingdom, New Zealand or Australian citizenship) which includes a criminal and credit background check;
- Have authorization to work in the United States in a foreign mission (US Citizens, Legal Permanent Residents or A, G or NATO-2 category visa-holders); and
- Before an offer of employment can be made, candidates must provide a local address as proof of residence in the specific city, region or country so that if selected, it will appear on the offer letter.

Operational Requirements:

- Due to the situation with COVID 19, many employees with the Embassy are currently teleworking. As the Embassy moves through its reopening phases, and based on the requirements of the position, the incumbent may be required to work on site at the Embassy. Once the Embassy returns to normal operations, the incumbent will be expected to work from the Embassy, as required.

Hours of work:

Normal hours of work for this position are in accordance with the Terms and Conditions of Employment for Locally Engaged Staff (LES) in the United States of 37.5 hours per week. The incumbent may be required to work overtime as needed.

Method of application:

Applications will only be considered when received through our online portal. Apply online at <http://www.wfca-tpce.com/vacancyView.php?requirementId=4527&source=PO>