

APPLYING TO PUBLIC SERVICE PROCESSES
Screening Questions and Resumes

Resources Guide

2021

A Few Staffing Terms

- **Internal Advertised Process** – posted on Public Service Jobs site, open to Federal government employees, and eligible CAF members/veterans
- **Internal Non-advertised Process** – candidate is appointed based on having a specialized skill set that is required immediately
- **External Advertised Process** – posted on Public Service Jobs site, open to the public
- **External Non-advertised Process** – appointment from the public without advertising
- **Assignment** – temporary assignment to a position at the same level in the same Department
- **Secondment** – temporary assignment to a position at the same level in another Department
- **Acting Appointment** – temporary assignment to another position at a higher level
- **Deployment** – permanent move to another position at the same level
- **Casual Employment** – hired to work no more than 90 days per calendar year per Department
- **Term/Specified Period Appointment** – hired to work for a specified period only
- **Micro-Mission** – short-term, voluntary contribution to a project while remaining in substantive unit and position (can be interdepartmental)
- **Inventory**
 - A group unassessed/partially-assessed candidates who have submitted applications to an external or internal advertised appointment process
 - Hiring Managers can “request referrals from the inventory” and evaluate these candidates for positions
- **Pool**
 - A group of candidates who are partially or fully assessed (meet some or all of the essential qualifications on a Statement of Merit Criteria)
 - Hiring Managers can select (“pull”) candidates and appoint them to positions covered by the pool’s SoMC

Policy Analyst

Reference number: RSN19J-020143-000085

Selection process number: 2019-RSN-IA-ES-191515

Natural Resources Canada - Electricity Resources Branch - Nuclear Energy Division
Ottawa (Ontario)
EC-05

Acting, Deployment, Indeterminate
\$81,858 to \$94,219

Closing date: 22 May 2019 - 23:59, Pacific Time

Who can apply: Employees of the Federal Public Service occupying a position in the National Capital Region.
Eligible veterans and CAF members may apply. ([Information on mobility for veterans and CAF members](#))

[Apply online](#)

Make sure you are eligible to apply.

Important messages

We are committed to providing an inclusive and barrier-free work environment, starting with the hiring process. If you need to be accommodated during any phase of the evaluation process, please use the Contact information below to request specialized accommodation. All information received in relation to accommodation will be kept confidential.

[Assessment accommodation](#)

Intent of the process

Tells you how many positions will be filled, whether a pool will be created, and which departments might be given access to the pool.

A pool of (fully or partially) qualified candidates may be established through this process to staff identical or similar positions at Natural Resources Canada with various tenures, various linguistic requirements and profiles, various security requirements, various conditions of employment, various operational requirements, and for various locations.

The immediate need is to staff 1 Bilingual Imperative BBB/BBB or English essential position.

Positions to be filled: 1

Information you must provide

Your resume.

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

If you *can't* meet these, don't apply.

Education:

Graduation with a degree from a recognized post-secondary institution with acceptable specialization* in economics, sociology or statistics.

*Candidates must always have a degree. The courses for the specialization must be acceptable and may have been taken at a recognized post-secondary institution, but not necessarily within a degree program in the required specialization. The specialization may also be obtained through an acceptable combination of education, training and/or experience.

[Degree equivalency](#)

Experience:

Use the **SAR** model. Experience criteria may be revisited in the interview.
Pay close attention to defined terms such as **RECENT, SIGNIFICANT, SENIOR MANAGEMENT**, etc.
AND = must meet all criteria. **OR** = must meet one or more, address as many as you have in the screening questions.

- 1) Experience conducting policy analysis*, and developing options, recommendations, and advice for senior management**.
- 2) Experience preparing briefing materials*** for senior management**.
- 3) Experience supporting consultations or collaborations with external stakeholders****.
- 4) Experience in one or more of the following areas: science, technology, or innovation policy; nuclear, energy, or environmental policy, international relations or negotiations; security policy; or other area with substantive relevance to the position.
- 5) Demonstrated record of excellence (e.g. through delivery of exceptional results in work or volunteer activities, or through the receipt of a scholarship or award – preference will be given for individual versus group awards).

* Policy analysis should have included economic considerations, stakeholder views, and other factors.

**Senior Management is defined as Director level and above.

*** Briefing materials should have included one or more of: information or decision memos, background briefs, scenario notes, talking points and key messages, Memoranda to Cabinet, or Treasury Board Submissions.

**** External stakeholders include (but are not limited to): other orders of government, non-government organizations (NGOs), industry, Indigenous groups, and/or research organizations.

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

These are **ASSETS**. They may or may not be "invoked"—eliminating candidates without them. If you have these, answer the relevant screening questions. If you don't **you can still apply**.

Asset Education:

Graduate degree in an area of relevance to the position.

[Degree equivalency](#)

Asset Experience:

- Experience in preparing materials for international meetings and participating in international discussions or meetings.
- Experience providing advice to senior management on energy policy, nuclear policy, or nuclear regulation, programs or operations (preference will be given to candidates with nuclear policy or nuclear regulation experience).
- Experience providing advice on security issues.
- Experience working with Indigenous groups.

The following will be applied / assessed at a later date (essential for the job)

Various language requirements

[Information on language requirements](#)

You must have the required **LANGUAGE PROFILE** or be willing to be tested.

Knowledge of Canada's energy landscape.

Understanding of Canada's nuclear energy policy, issues, and stakeholders.

Ability to coordinate multiple complex and sensitive files within tight deadlines.

Ability to communicate effectively orally.

Ability to communicate effectively in writing.

Personal Suitability:
Effective Interpersonal Relationships
Initiative
Judgment

Knowledge, Abilities & Personal Suitability are evaluated through testing and **interviews**. Some organizations evaluate these using pre-defined Competencies. Consult the point of contact, the org's website, or GCpedia.

Operational Requirements:
Willingness and ability to work occasional overtime.
Willingness and ability to travel occasionally.

Conditions of employment

To apply, you must be willing/able to meet the **OPERATIONAL REQUIREMENTS** and **CONDITIONS OF EMPLOYMENT**.

Secret security clearance

The clearance process is initiated after you are identified as the chosen candidate. At minimum, 8 years of verifiable history is required for Secret Clearance.

Other information

Read this section closely—it details additional “rules” for this process.

The Public Service of Canada is committed to building a skilled and diverse workforce that reflects the Canadians we serve. We promote employment equity and encourage you to indicate if you belong to one of the designated groups when you apply.

[Information on employment equity](#)

Indeterminate employees at the same group and level or equivalent will be considered for deployment. If no deployment is made, applicants from other groups and levels will be considered in the advertised appointment process.

A top down selection of candidates may be used in the determination of those to be given further consideration in the assessment process.

For this selection process, it is our intention to communicate with candidates via email for screening and assessment purposes. This will include communication of screening results and invitations to written tests and interviews. To that end, candidates must include a valid email address in their application. It is the candidate's responsibility to ensure that this address is functional and that it accepts messages from unknown users (some email systems block these types of email). It is also the candidate's responsibility to ensure accurate information is provided and updated as required.

The hiring organization will accept applications on-line only. All job applications must therefore be submitted through the Public Service Resourcing System. To submit an application on-line, please select the button “Apply Online” below. Persons with disabilities preventing them from applying on-line are asked to contact 1-800-645-5605.

Persons are entitled to participate in the appointment process in the official language of their choice. Applicants are asked to indicate their preferred official language in their application.

Depending on the requirements of the position(s) being staffed from this process, for current or future vacancies, any or all of the other qualifications may be applied at the time of staffing. Candidates may be contacted and assessed against these criteria at any time during this process.

Note: If you were educated outside of Canada, you must have your credentials and/or diploma assessed against Canadian education standards. The public service will accept any Foreign Educational Credentials as long as they are deemed comparable to Canadian standards, through a recognize credential assessment service. For more information please click on Degree Equivalency.

We thank all those who apply.

Contact information

Oscar Leroy, Human Resources Advisor, Developmental, Staffing Operations

oscar.leroy@canada.gc.ca

If you have any questions, ask the contact person.

The SAR Model

S ituation	Where? When? Position? Task/Assignment?
A ctions	What did you do? Action Verbs (asterisked* in the examples)
R esults	How did your actions help the client or organization? What did you learn?

EX 1: EXPERIENCE PRODUCING, ANALYZING AND MAKING RECOMMENDATIONS ON STATISTICAL OR PERFORMANCE MANAGEMENT REPORTS.

Situation: As the Project Officer for the Minister's Correspondence Unit from December 2012 to May 2016, I regularly **produced*** reports on three ccmMercury databases for a variety of senior executive offices. These reports **summarized*** and **presented*** information such as the number of letters received by topic, turnaround times for responses, and the number of tasks that were late or on time. Using these reports, I **identified*** topic and volume trends, process delays, and other useful intelligence. Based on my analysis, I **made*** recommendations to management for process changes. I then **ran*** further reports to **evaluate*** the effectiveness of the changes that were made.

For the Point Form drafts pilot project that began in Fall 2014, I used reports to analyze whether point form drafts were more efficient than letter form drafts.

Actions: Before running any reports on the pilot project, I **conducted*** a thorough verification of the data to **ensure*** accuracy. I **developed*** a report to show which files were returned in point form and what percentage of each participating organization's returns were in point form. This report allowed me to **monitor*** participation and **analyze*** what topics were still being addressed in full letter form. I also **developed*** a turnaround times report to show how long it took participating and non-participating organizations to return drafts. I **broke*** that down into point form returns and letter form returns. Throughout the project, I **ran*** these reports weekly to **gauge*** participation and **monitor*** efficiency.

Results: In the end, I found that the point form responses were, on average, five days faster than letter form. Based on my analysis, I **recommended*** that point form be adopted across the department for all Ministerial Inquiries. This policy was endorsed by the NDHQ Coordination Committee (NC2) in June 2015.

EX 2: EXPERIENCE ASSISTING IN THE IMPLEMENTATION OF POLICIES, DIRECTIVES, GUIDELINES OR STANDARDS.

Situation: As a secondary duty, from March to September 2017, I **led** the Director-General X (DGX) Recordkeeping Project. The goal of the project was to align the organization's recordkeeping practices with recent Departmental policies and the Treasury Board Directive on Recordkeeping and to transition smoothly to using GC Docs.

Actions: I **oversaw*** a full review of all of our current practices. I **compared*** what we were doing with what was required of us to find gaps. I **determined*** that we were keeping many documents on shared drives that should have been disposed of appropriately. With a group of subject matter experts, I **disposed*** of the unnecessary records in accordance with Library and Archives Canada guidelines. I **facilitated*** our organization's transition to GC Docs by **proposing*** and **implementing*** a naming convention and **giving*** additional coaching to employees who were struggling with the new software. Finally, I **developed*** a complete set of internal recordkeeping procedures which were approved by our Director-General.

Results: As a result of my work, DGX is fully compliant with all of the relevant recordkeeping policies and directives. While some employees initially found the changes difficult, I received feedback from many saying that the additional coaching and written procedures I provided made the transition easier.

Action Verb Examples

Administration & Management

Administered	Counselled	Governed	Launched	Negotiate d	Reorganized
Advised	Delegated	Guided	Lectured	Ordered	Represented
Approved	Determined	Headed	Led	Originated	Responded
Arbitrated	Developed	Influenced	Managed	Oversaw	Reviewed
Authorized	Directed	Initiated	Mediated	Pioneered	Routed
Chaired	Disseminated	Inspired	Mentored	Prioritized	Sponsored
Classified	Enforced	Installed	Moderated	Processe d	Streamlined
Coached	Empathized	Integrated	Monitored	Promoted	Strengthe d
Consolidated	Examined	Inventoried	Motivated	Redirecte d	Supervised
Coordinated	Explained	Involved	Navigated	Referred	Validated

Communications & Creativity

Acted	Conducted	Enabled	Lectured	Remodeled	Talked
Addressed	Constructed	Facilitated	Modernized	Reported	Taught
Arranged	Corresponded	Formulated	Performed	Revitalized	Trained
Assessed	Created	Influenced	Planned	Scheduled	
Authored	Critiqued	Initiated	Presented	Screened	
Briefed	Demonstrated	Interpreted	Projected	Shaped	
Built	Designed	Interviewed	Proofread	Sketched	
Clarified	Developed	Introduced	Publicized	Spoke	
Communicated	Directed	Invented	Published	Stimulated	
Composed	Edited	Launched	Realized	Summarize d	

Financial Management

Adjusted	Computed	Economized	Maintained	Reported	Specified
Administered	Conciliated	Eliminated	Managed	Researche d	Supplemente d
Allocated	Cut	Exceeded	Marketed	Reshaped	Systematized
Analyzed	Decreased	Financed	Merchandise d	Retailed	Tested

Appraised	Developed	Forecast	Planned	Saved	Tripled
Audited	Dispersed	Funded	Projected	Secured	Underwrote
Balanced	Dispensed	Gained	Purchased	Sold	Upgraded
Bought	Distributed	Generated	Quadrupled	Solicited	Upsized
Budgeted	Doubled	Increased	Reconciled	Sourced	Vended
Calculated	Downsized	Invested	Reduced	Shopped	

Miscellaneous

Accomplished	Composed	Integrated	Retrieved
Achieved	Conceptualized	Interpreted	Risked
Adapted	Conducted	Invented	Served
Adhered	Conserved	Launched	Set up
Advised	Contributed	Navigated	Sold
Allocated	Coordinated	Offered	Solved
Anticipated	Demonstrated	Operated	Stimulated
Appraised	Dispensed	Optimized	Streamlined
Arbitrated	Empathized	Originated	Strengthened
Arranged	Evaluated	Overhauled	Surveyed
Articulated	Executed	Perceived	Tended
Assembled	Facilitated	Performed	Tested
Assessed	Forecast	Prioritized	Travelled
Assured	Founded	Promoted	Trouble-shot
Augmented	Governed	Proposed	Upgraded
Charted	Guided	Rectified	Validated
Checked	Illustrated	Remodeled	Won
Collected	Improved	Repaired	
Communicated	Increased	Reshaped	

Section Headings for Résumés

Employment History

Experience
Professional Experience
Work Experience
Relevant Experience
Relevant Work Experience

Education

Academic Experience
Educational Experience
Credentials
Certifications

Technical Skills

Computer Skills
Software
Technical Experience
Technical Expertise
Programming Languages

Volunteer Experience

Community Involvement
Committee Participation
Civic Activities
Volunteer Work
Volunteer Contributions

Professional Development

Training
Professional Training
Professional Courses
Specialized Courses
Continuing Education

Languages

Language Skills
Language Profiles
Second Language Profile

Affiliations

Professional Affiliations
Associations
Professional Associations
Memberships
Professional Memberships

Publications

Presentations
Papers
Professional Publications
Research
Research Grants

Awards

Honours
Academic Honours
Military Honours
Grants and Awards
Distinctions

Research Projects
Current Research Interests
Thesis / Theses

Fellowships
Scholarships

Sample Chronological Resume

CAROLINE BROWN

22 Bright Avenue
Nepean, Ontario K2J 3M9
819-555-4567 (W) / 613-555-9001 (H)
brown.caroline@gc.ca
Bilingual (CBB)

EXPERIENCE

Head of Audit Projects (AS-05)

2018 – present

Audit Branch, Department of Indigenous and Northern Affairs Canada

- Conducted audits and integrated assessments for senior management relating to matters such as administration, financial control, national public procurement, inventory management, service contracts, resource planning and management of hazardous materials
- Designed the environmental audit program of internal auditor groups and supervised, as project leader, the work of up to five other professionals
- Reduced by 10% departmental expenses by conducting exhaustive and steady audits during the last fiscal year

Senior Business Analyst (AS-04)

2016 – 2018 Acquisitions

Branch, Department of Public Services and Procurement Canada

- Prepared investment analyses regarding major real property projects and final presentations for senior management
- Helped senior management by making simulation analyses of certain problems and issues. This work included pricing new products and evaluating various operational aspects
- Co-ordinated budgets, forecasts and three-year operational plans
- Kept templates of performance reports and financial statements generated by personal computers and mainframes up to date
- Contributed to the implementation of a new Hewlett-Packard budgeting system
- Implemented a new data management system which allowed my colleagues to save considerable time when updating client records.

Comptroller and Vice-President of Finance

2009 – 2016

Publishing CO. LTD., Ottawa, ON

- Assumed financial responsibilities such as preparing financial statements, co-ordinating all activities related to taxation, liquidity management and banking management, and reviewing and approving all expenditures.
- Performed other tasks, including negotiating lease conditions, communicating with marketing agencies, negotiating with American publishing houses and supervising the work of retail managers.

EDUCATION AND PROFESSIONAL MEMBERSHIP

Canadian Securities Course

2012

CSI Inc., Montreal QC

Bachelor of Commerce

2006

Queen's University, Kingston (Ontario)

Certified Management Accountant Since 2007

Resume Template for the GC Jobs Site

Directions are in blue and in parentheses.

Full Name

(###) ###-#### (Home or Cell)

First.Last@tbs-sct.gc.ca

Personal Email

PRI: ###-###-###

(Include name of second language) Language Profile: XXX

Security Clearance Level (optional)

EMPLOYMENT HISTORY

Current Job Title

Organization (add Acronym-optional), Department (add Acronym-optional)

Start Date–Present

-What you are doing now (present tense or past accomplishment in the past tense)

Previous Job Title

Organization (add Acronym-optional), Department (add Acronym-optional)

Start Date–End Date

-What you did (past tense)

=====

EDUCATION (Include whatever you have earned (degrees, certifications, diplomas). Don't omit High School—even if you have a Ph.D.)

Name of Degree/Diploma, YEAR COMPETED

Name of Institution, City PR

High School Diploma, YEAR COMPLETED

High School, City PR

=====

SELECTED PROFESSIONAL COURSES (only include relevant courses)

Course Name, Institution

=====

AWARDS (only if they are relevant)

Name of Award, Month YEAR (or just YEAR)

-Explain the significance of the award and why it was presented to you in one line

General Guidelines for Cover Letters

- These are **not traditional cover letters**.
- Writing a cover letter for a Public Service process is, in most cases, just like answering screening questions.
- Copy and paste the Area of Selection, Essential Education, Essential Experience, Language Profile, Conditions of Employment, Operational Requirements, and any Asset Qualifications that you feel you meet into a new MS Word document. CAPITALIZE them all and use them as headers in your cover letter.
- You may address your to the Contact Person and include a signature block and other such pleasantries if the word count limit allows. If these impede your ability to show your experience within the word or character limit, **omit them**.
- Length: *LONG ENOUGH TO SHOW THAT YOU MEET THE CRITERIA* (up to the word/character limit)

Cover Letter Template for Public Service Jobs Site

Directions are in blue and in parentheses.

Full Name

(###) ###-#### (Home or Cell)

First.Last@tbs-sct.gc.ca

Personal Email

PRI: ###-###-###

Security Clearance Level (optional)

AREA OF SELECTION: (Copy the area of selection from SoMC and paste it in ALL CAPS.)

(Explain how you meet it. Example: I am currently an indeterminate employee of TBS in the National Capital Region.)

ESSENTIAL EDUCATION: (Copy the requirement from SoMC and paste it in ALL CAPS.)

(Explain how you meet the education requirement.)

EX1: (Copy and paste the factor from the SoMC in ALL CAPS.)

(Generally, explain how you have the experience, then use one or more SARs as examples.)

EX2: (Copy and paste the factor from the SoMC in ALL CAPS.)

(Generally, explain how you have the experience, then use one or more SARs as examples.)

(Continue for all essential experience factors listed on the SoMC.)

ASSET EDUCATION: (Copy the factor from the SoMC, if you meet it, and paste it in ALL CAPS.)

(Explain how you meet the education requirement.)

AEX1: (Only include assets listed on the SoMC for which you have the experience. Copy the factor from the SoMC, if you meet it, and paste it in ALL CAPS.)

(Generally, explain how you have the experience, then use one or more SARs as examples.)

(Continue for all asset experience factors listed on the SoMC for which you have experience.)

CONDITIONS OF EMPLOYMENT: (Copy and paste the requirements in ALL CAPS.)

(Explain how you meet or would meet each one.)

RELIABILITY OR SECURITY: (Copy and paste the requirements in ALL CAPS.)

I currently hold a.... (OR I believe I am eligible for....)

(Address any other condition of employment stated on the SoMC.)

OPERATIONAL REQUIREMENTS: (Copy each Operational Requirement listed on the SoMC, and paste it in ALL CAPS.)

(Indicate how you meet it or are willing to meet it.)

ORGANIZATIONAL NEEDS: (Copy each relevant Organizational Need listed on the SoMC, and paste it in ALL CAPS.)

(Indicate how you meet it or are willing to meet it.)