

# Case Processing Agent - Inventory

Reference number: IMC21J-019800-000336

Selection process number: 2021-IMC-EA-37964

Immigration, Refugees and Citizenship Canada

Calgary (Alberta), Edmonton (Alberta), Surrey (British Columbia), Vancouver (British Columbia), Winnipeg (Manitoba), Fredericton (New Brunswick), St. John's (Newfoundland and Labrador), Yellowknife (Northwest Territories), Halifax (Nova Scotia), Sydney (Nova Scotia), Etobicoke (Ontario), Hamilton (Ontario), Kitchener (Ontario), London (Ontario), Mississauga (Ontario), Niagara Falls (Ontario), Ottawa (Ontario), Scarborough (Ontario), Toronto (Ontario), Windsor (Ontario), Charlottetown (Prince Edward Island), Gatineau (Québec), Montréal Island (Québec), Saskatoon (Saskatchewan), Whitehorse (Yukon)

PM-01

\$54,878 to \$61,379

For further information on the organization, please visit [Immigration, Refugees and Citizenship Canada](#)

- [Our commitment to anti-racism](#)
- [Call to Action: Anti-Racism Efforts at IRCC](#)

Need Assessment Accommodation? [Information on accommodation for persons with disabilities](#)

Why work with us? [Careers at Immigration, Refugees and Citizenship Canada](#)

**Closing date: 15 December 2022 - 23:59, Pacific Time**

**Who can apply:** Persons residing in Canada and Canadian citizens residing abroad.

## Important messages

### WHAT IS AN INVENTORY & HOW CAN I BE SUCCESSFUL?

When you apply to an inventory you are submitting only one job application for the opportunity to be considered for various positions across Immigration, Refugees, and Citizenship Canada (IRCC). You are not applying for one specific position, but to an inventory of applicants to be considered for current and future vacancies. As positions become available, applicants who meet the criteria selected for assessment will be assessed further. The criteria selected for assessment will be based on the needs of the position(s) to be staffed.

Random selection may be used to identify which applicants will be assessed from this inventory. Please note that candidates' overall conduct and communications, including email correspondence, throughout the entire process may be used in the assessment of qualifications.

To be successful in this inventory, you must:

- ① Read the job advertisement in full! Important information on the inventory and our requirements have been provided to help you succeed.
- ② Only select the work location(s) where you meet the area of selection.
- ③ Answer the screening and text questions honestly and thoroughly. Be sure to read the provided definitions and/or instructions before responding.
- ④ Provide the 'when, where and how' for all questions concerning your experience. When did you obtain this experience? Where did you obtain this experience? How did you obtain this experience (concrete examples)? Your résumé may only be used as a source of validation of the information provided.
- ⑤ Provide accurate contact information in your application.
- ⑥ Respond within the specified time frame if we contact you to solicit your interest in being considered for an opportunity or for further assessment of your candidacy.

Still have questions? Additional information can be found in the Frequently Asked Questions section under 'Other Information' below.

How to apply?

1. If you think that you meet the qualifications listed below:

- Click "Apply online"
- Upload your resume
- Respond to the screening questions

2. For tips on how to apply, check out this video:

<http://www.youtube.com/watch?v=0GW7P3g9hhll>

Please note that the list of candidates in this selection process is cross-referenced with the list of candidates in selection process 2021-IMC-EA-37964 and 2021-IMC-IA-37963 (A,B,C,D,E). Candidates will only be assessed under one of these selection processes.

## Work environment

Why join IRCC?

Come join a team of people who are dedicated to building a stronger and better Canada. Our work helps to reunite families and protect displaced and persecuted people, while attracting top talent from across the globe to contribute to our economy. Whether we are working on temporary entry, permanent residency, citizenship, passports, or the many internal services that enable our work, we are helping to shape the welcoming, diverse, and prosperous country we are today.

What's in it for you:

- Various locations across Canada
- Many active diversity, equity and inclusion groups (Anti-Racism Task Force, Pride@IRCC, Indigenous Peoples Circle, Circle for Visible Minorities, IRCC Champions, Persons with Disabilities and more!)
- Career Development in the Department
- One of Canada's Best Employers (Forbes 2021)

If you share our vision on a strong Canada, come be a part of the IRCC Team!

## Intent of the process

This inventory will be used to establish a partially or fully qualified pool of candidates within Immigration, Refugees & Citizenship Canada which may be used to staff positions at the PM-01 level or equivalent with various linguistic profiles, various security profiles, various tenures, using various staffing actions across Canada.

**Positions to be filled:** Number to be determined

## Information you must provide

Your résumé.

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

### EDUCATION

ED1. A secondary school diploma OR \*employer-approved alternatives.

\* The employer-approved alternatives to a secondary school diploma include:

1. A satisfactory score on the PSC test approved as an alternative to a secondary school diploma; or
2. An acceptable combination of education, training and/or experience.

### [Degree equivalency](#)

### EXPERIENCE

EX1. Experience in data entry or data verification using a database system, such as Excel, Access, Oracle, GCMS, etc.

EX2. Experience in providing client service.

## TECHNICAL COMPETENCY:

### C1. Written Communication Skills

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

### THE FOLLOWING QUALIFICATIONS MAY BE DEEMED AS ESSENTIAL OR ASSET QUALIFICATIONS

Depending on the position being staffed, the hiring manager may deem one or more of the following qualifications to be an essential qualification "must have" or as an asset qualification "nice to have." In cases where a qualification is deemed to be "essential" only candidates, veterans and persons with a priority entitlement who possess that specific qualification in addition to the stated essential qualifications will be considered. This does not mean that you must meet all of the following qualifications. Please answer yes only to those that apply.

If you have any questions, contact us at the email address listed below.

### EDUCATION

ED2. Bachelor's degree from a recognized post-secondary institution.

[Degree equivalency](#)

### EXPERIENCE

EX3. Experience creating, verifying, and updating information in an electronic records/case management information system such as Global Case Management Systems (GCMS)

EX4. Experience in decision making and applying regulations, legislation, policies, or procedures

EX5. Experience in working with the Access to Information Act or Privacy Act

EX6. Experience in working with the Citizenship Act

EX7. Experience in working with the Immigration Refugee Protection Act (IRPA)

EX8. Experience using various software systems (such as Microsoft Excel, Word, etc.) to prepare correspondence and/or produce reports

EX9. Experience in delivering services or programs to the general public in a "front office" setting which involves obtaining and providing information requiring further explanation or clarification

EX10. Experience using the Integrated Retrieval Information System (IRIS)

EX11. Experience in the processing of applications for Canadian Citizenship

EX12. Experience in the processing of applications for the Permanent Resident Card

(PRC)

EX13. Experience in the processing of applications for sponsorship under Family Class

EX14. Experience in the processing of paper-based applications for permanent residence under the Economic Class

EX15. Experience in the processing of Express Entry applications for permanent residence under the Economic Class

EX16. Experience working at Immigration Refugees and Citizenship Canada

#### OPERATIONAL REQUIREMENTS

OR1. Availability, willingness and ability to work overtime, as required.

OR2. Availability, willingness and ability to travel, as required.

OR3. Availability, willingness and ability to work shift work, as required.

OR4. Successful completion of the Passport Officer course.

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

Various language requirements

English Essential

French Essential

Bilingual Imperative- BBB/BBB, BBC/BBC, CBC/CBC

[Information on language requirements](#)

#### BEHAVIOURAL COMPETENCIES:

C2. Focus on Quality and Details

C3. Values and Ethics

C4. Adaptability and Flexibility

C5. Judgement and Analytical Thinking

C6. Effective Interactive Communication (oral)

IRCC Behavioural and Technical Competency Dictionary:

<https://www.canada.ca/en/immigration-refugees-citizenship/corporate/careers/job-opportunities/competency-dictionary.html>

## **The following may be applied / assessed at a later date (may be needed for the job)**

#### ORGANIZATIONAL NEEDS

IRCC is committed to having a Diverse and Inclusive workforce. As such, Preference may be given to under-represented Employment Equity Groups:

- Indigenous Peoples\*
- Persons with disabilities
- Racialized persons\*\*, and
- Women

\*referred as Aboriginal peoples in Employment Equity Act

\*\* referred as Members of Visible minorities in Employment Equity Act

Link: <https://www.laws-lois.justice.gc.ca/eng/acts/e-5.401/page-1.html>

[Information on employment equity](#)

## Conditions of employment

COE1. Security: Reliability status or secret security clearance.

COE2. All employees of the core public administration are required to be fully vaccinated against COVID-19 and attest to their vaccination status unless accommodated based on a medical contraindication, religion, or another prohibited ground for discrimination as defined under the Canadian Human Rights Act.

COE3. Availability, willingness and ability to work shift work, as required.

COE4. Availability, willingness and ability to speak publicly in front of large groups (100-150) of people several times per week.

## Other information

At IRCC we believe that our diversity is our strength! Through our staffing processes we are taking clear action to build a skilled and diverse workforce that reflects the diverse perspectives of Canada's population that we serve.

If you identify as Indigenous\*, Racialized\*\*, Person with a Disability or a Woman please let us know by filling out the self-declaration section in your application.

\*referred as Aboriginal peoples in Employment Equity Act

\*\* referred as Members of Visible minorities in Employment Equity Act

Link: <https://www.laws-lois.justice.gc.ca/eng/acts/e-5.401/page-1.html>

More information on employment equity can be found here:

<https://www.canada.ca/en/public-service-commission/jobs/services/gc-jobs/employment-equity.html>

Written Communication Skills will be assessed via your application.

Please note that your overall conduct and communications, including e-mail correspondence, throughout the entire process will be used in the assessment of qualifications and competencies.

Candidates must provide proof of education credentials at a later time in the process. Candidates with foreign credentials must provide proof of Canadian equivalency. Consult the Canadian Information Centre for International Credentials for further information at <https://www.cicic.ca/2/home.canada>

## ACCOMMODATION MEASURES

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.

## VACCINATION

On October 6, 2021, the Government of Canada announced details (<https://www.canada.ca/en/treasury-board-secretariat/news/2021/10/background-er-covid-19-vaccine-requirement-for-the-federal-workforce.html>) of its plans to require vaccination across the federal public service.

As per the new Policy on COVID-19 Vaccination for the Core Public Administration Including the Royal Canadian Mounted Police (<https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32694>), federal public servants in the Core Public Administration and members of the RCMP must attest to their vaccination status. The requirement for employees to be fully vaccinated applies whether they are teleworking, working remotely or working on-site. This is a condition of employment and it applies to indeterminate (permanent), determinate (term), casual, and student hiring. Should you reach the point in the selection process where it is necessary to verify terms and conditions of employment then the hiring manager or a human resources representative will contact you in order to complete an attestation.

## CONFLICT OF INTEREST - REGULATED CANADIAN IMMIGRATION CONSULTANTS (RCICS)

To avoid situations of conflict of interest and conflict of duties with the goal of upholding the values and ethics of the public sector and the public interest, applicants providing immigration consulting services (both registered and unregistered, paid and/or unpaid), would be required to recuse themselves from these duties for the duration of their employment, should they be appointed to a position within Immigration, Refugees and Citizenship Canada (IRCC). Moreover, prospective appointees who are Regulated Canadian Immigration Consultants (RCICs) would be required to resign from the College of Immigration and Citizenship Consultants. Of note, a “leave of absence” from the College does not meet IRCC’s requirement in the matter.

## SELECTION DECISION

The selection decision(s) may be based on one or more of the following criteria:

- Matching of the individual's experience or qualifications to the strengths and weaknesses of the work team;
- Matching of the individual's experience or qualifications to the specific duties of the position being staffed;
- Depth, breadth, type of work-specific experience;
- Level/degree of one or more qualifications;
- Other key factors considered by management for the right fit between candidates and the job to be filled out.

## VIDCRUITER

We are proud to announce that Immigration, Refugees and Citizenship Canada has partnered with VidCruiter, a specialized third-party service provider, to administer some assessments. Please note that you may receive communications from the following email address: no-reply@hiringplatform.ca. Please check your emails regularly, including your spam folder.

## FREQUENTLY ASKED QUESTIONS (FAQ)

Q. Can I send my application to the email address provided on the job advertisement?

A. No, all applications must be submitted online through the Public Service Resourcing System (PSRS). Applications submitted by email will not be accepted or considered.

Q. What happens if I experience any technical issues with the GC Jobs website?

A. Should you experience any technical issues with the GC Jobs website, please contact 1-888-780-4444 (toll-free) or 1-800-465-7735 (TTY/TDD).

Q. What happens if I have a disability that prevents me from applying online?

A. Persons with disabilities preventing them from applying online are asked to contact 1-800-645-5605 (toll-free).

Q. What happens if my contact information changes?

A. It is the candidate's responsibility to keep their personal and contact information up to date, as well as any other information relevant to their application. Please ensure that the email address provided is valid, functional at all times and accepts messages from unknown users.

Q. What happens if my application is expired?

A. Your application to this inventory will be active for 90 days. A notice that your application is about to expire will be posted to the My jobs menu of your account 14 days before the end of this 90 day period. If you do not take action, your application will no longer be active and therefore no longer considered for this inventory. Should your application become inactive while the process is still open, a notice will be posted to your account indicating that your application has expired; you may select the link Update my Inventory Status to reaffirm your interest.



Q. Why was my application automatically “screened-out“ when I submitted it?

A. In order to be “included in the inventory“ you must meet all the essential qualifications when submitting your application. Should you receive a "screened-out" message immediately after submitting your application, you have likely responded 'No' to a screening question assessing an essential qualification. If you incorrectly responded 'No' to a qualification you do in fact possess, simply retrieve your application and update your response to the screening question.

Q. What does it mean to be “included in inventory“?

A. When submitting your application, your status may be: Results available: included in inventory. This system-generated message that refers only to your application having been successfully submitted to the inventory.

Q. What does it mean when I receive a notification from PSRS stating that I have been screened-out/permanently eliminated from an inventory?

A. CINI - Human Resources Team may remove your name from the PSRS for volume-management purposes and you may receive a notification stating that you have been screened-out.

Your name may be removed permanently from the PSRS for one of the following reasons:

- You have been found qualified and do not need to undergo any of the assessments again.
- You have been exposed to the evaluation tools and have failed to meet the essential qualifications. Therefore, your application will no longer be considered as part of the selection process.

Q. Some advertisements state that random selection may be used to identify which applicants will be assessed during the appointment process. What is random selection?

A. Random selection is a strategy that is sometimes used to manage applicant volume. It identifies a sub-sample of applicants by applying the element of chance at some point during the appointment process, using criteria identified by the hiring organization.

Q. How is this sub-sample of applicants determined?

A. To determine the sub-sample of applicants, the hiring organization identifies the following:

- criteria that candidates must meet; and
- the number of candidates to be selected.

With the assistance of an electronic system that contains information on all applicants, candidates who meet these criteria are identified and the sub-sample is randomly selected from that group. The Public Service Resourcing System - the electronic system used to advertise job opportunities within the Public Service of Canada, and receive and select applications - performs the random selection function.

## Preference

Preference will be given to veterans first and then to Canadian citizens and permanent residents, with the exception of a job located in Nunavut, where Nunavut Inuit will be appointed first.

[Information on the preference to veterans](#)

**We thank all those who apply. Only those selected for further consideration will be contacted.**

## Contact information

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**CINI - Human Resources Team**

[IRCC.2021-IMC-EA-37964-PM-01-2021-IMC-EA-37964-PM-01.IRCC@cic.gc.ca](mailto:IRCC.2021-IMC-EA-37964-PM-01-2021-IMC-EA-37964-PM-01.IRCC@cic.gc.ca)

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## **Works Cited**

“Case Processing Agent - Inventory.” Public Service Commission of Canada, <https://emploisfp-psjobs.cfp-psc.gc.ca/psrs-srfp/applicant/1417502/page1600?careerChoice=1700512&action=viewPosterr>. Accessed August 8, 2022.

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## David Cheung

4847 Slocan St, Vancouver, B.C | dbhcheung@gmail.com | 778-989-5538 | 604-436-5028  
<https://www.linkedin.com/in/david-cheung-1068b11a0>

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August 8, 2022

Hiring Manager

Immigration, Refugees and Citizenship Canada

**RE: Case Processing Agent - Inventory**

To the hiring committee,

I am excited by the opportunity to work for Immigration, Refugees and Citizenship Canada, a government department that ensures that processes immigration, refugee and citizenship cases, aiding with the processing of cases. After learning more about your organization's objectives and what services it provides through the Immigration, Refugees and Citizenship Canada website, I am confident that I would be a good candidate for the position of Case Processing Agent - Inventory on your team.

As an administrator of the Classical, Near-Eastern and Religious Studies Student Association (CNERS SA) I represented the student association at Arts Undergraduate Society (AUS) council meetings. The greatest challenge I faced while in that position was addressing funding issues. I worked as an intermediary between the AUS and the CNERS SA treasurer to ensure the student association received the \$2000 grant it had requested so that the student association could meet its obligations and have funding for its year end function.

Thank you for considering my application. It would be my pleasure to discuss how I might be of service to your organization and answer any questions you may have in an interview. Should I not prove to be the ideal candidate for this position, I am open to other opportunities at your organization.

Sincerely,

A handwritten signature in blue ink that reads "David Cheung". The signature is written in a cursive style and is placed on a light pink rectangular background.

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## David Cheung

4847 Slocan St, Vancouver, B.C | dbhcheung@gmail.com | 778-989-5538 | 604-436-5028  
<https://www.linkedin.com/in/david-cheung-1068b11a0>

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### OBJECTIVES

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To enter and rise within the Canadian Public Service.

### QUALIFICATIONS

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- Advanced analytical and research skills, developed through experience working as a Note Taker
- Experienced with writing for a range of audiences
- Experienced with meeting tight deadlines in a fast-paced environment while under pressure
- Proficient in working independently or as part of a team

### RELEVANT EXPERIENCE

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#### ***Club Exec (Volunteer)***

CNERS Student Association, Vancouver, B.C.

2018 – 2020

- Communicate complex information from council meetings to CNERS executives in a clear concise manner
- Acted as a liaison between the CNERS and AUS treasurer to resolve an administrative error preventing the club from receiving its yearly operational grant of \$2000 necessary to fund club events and obligations
- Created and submitted a budget listing revenue and operational expenses for 2019-2020 amounting to \$2000
- Used visual media to increase understanding of material in the annual general meeting  
PowerPoint

#### ***Note Taker (Part-time, Term Contract)***

UBC Access and Diversity, Vancouver, B.C.

2018 – 2019

- Entered data and took concise notes and delivering them on an agreed upon deadline to clients
- Ensured the anonymity of clients in emails

### EDUCATION

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#### ***BA in Classical, Near Eastern & Religious Studies (Roman History)***

University of British Columbia, Vancouver, B.C.

2017 – 2020

### REFERENCES

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Available upon request.

David Cheung  
4847 Slocan Street,  
Vancouver, BC V5R 2A2

August 8, 2022

Angela Ignacio

Subject: Reference Letter Request

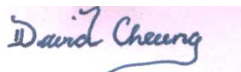
Dear Angela,

I hope you are well. I am writing to you because I have applied to the position “Case Processing Agent – Inventory” with the Canadian government, and I would like to request a reference letter from you.

As my current manager at Costco Wholesale, you can attest to my excellent work ethic. While under your leadership, I developed excellent interpersonal and communication skills. My experience at Costco will be invaluable and directly related to the position with the Canadian government. Enclosed are a copy of the job posting and my resume.

Thank you for considering my request. If you have any questions, please contact me at [dbhcheung@gmail.com](mailto:dbhcheung@gmail.com). I look forward to your reply.

Sincerely,

A handwritten signature in blue ink that reads "David Cheung". The signature is written in a cursive style and is placed on a light pink rectangular background.

David Cheung  
Documents enclosed:  
Job Posting  
Resume

David Cheung  
4847 Slocan Street,  
Vancouver, BC V5R 2A2  
August 8, 2022

Maryann Boyle

Subject: Reference Letter Request

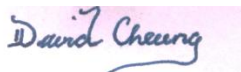
Dear Maryann,

I hope you are well. I am writing to you because I have applied to the position “Case Processing Agent – Inventory” with the Canadian government, and I would like to request a reference letter from you.

As my former supervisor at Costco Wholesale, you can attest to my excellent work ethic. Under your leadership, I developed excellent customer service skills. My experience at Costco will undoubtedly be directly related to the position with the Canadian government. Enclosed are a copy of the job posting and my resume.

Thank you for considering my request. If you have any questions, please contact me at dbhcheung@gmail.com. I look forward to your reply.

Sincerely,

A handwritten signature in blue ink that reads "David Cheung". The signature is written in a cursive style and is placed on a light pink rectangular background.

David Cheung  
Documents enclosed:  
Job Posting  
Resume

David Cheung  
4847 Slocan Street,  
Vancouver, BC V5R 2A2  
August 8, 2022

Ashley Samsone

Subject: Reference Letter Request

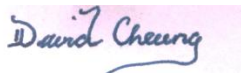
Dear Ashley,

I hope you are well. I am writing to you because I have applied to the position “Case Processing Agent – Inventory” with the Canadian government, and I would like to request a reference letter from you.

As my former superior within the Classical, Near Eastern, and Religious Studies Student Association, I believe you can attest to my ability to work through adverse conditions. Under your leadership, I have developed excellent excel and data entry skills. My experience within the Classical, Near Eastern, and Religious Studies Student association directly relates to the position with the Canadian government. Enclosed are a copy of the job posting and my resume.

Thank you for considering my request. If you have any questions, please contact me at dbhcheung@gmail.com. I look forward to your reply.

Sincerely,

A handwritten signature in blue ink that reads "David Cheung". The signature is written in a cursive style and is placed on a light pink rectangular background.

David Cheung  
Documents enclosed:  
Job Posting  
Resume