



APPLY NOW! Canada Revenue Agency is recruiting for various Bilingual Agent & Officer positions in Winnipeg, MB

Group and level SP-004 / SP-003

Location Winnipeg Tax Centre 66 Stapon Road

Appointment Type Perm/Temp: Acting, Permanent, Term, Lateral Move, Promotion

Closing Date December 30, 2022

Pool to be created Yes

Salary range \$58,076 to \$65,363

Region Western

Language Bilingual Imperative

Requisition number 58102788

For a description of key terms used on CRA job notices, go to [Definitions for job seekers](#).

About the job

Come work for the CRA, one of the [Top 100 Employers in Canada!](#)

- Your work matters to Canadians.
- Variety of rewarding jobs.
- Enjoy flexibility that fits your lifestyle.
- Develop personal skills.
- Day and evening positions available.

CRA offers tremendous prospect for growth and a dynamic career that will challenge your knowledge, skills, and abilities in an environment where continuous learning is encouraged and supported. Laws, policies, and regulations are also part of our work at the CRA. We build a work environment where people bring out the best in themselves while providing citizen-focused service to Canadians. Once you join the CRA, you will be able to take pride in what you do as part of a diverse workforce that leads to high job satisfaction and produces concrete results for all Canadians.

Our services and jobs cover a wide range of opportunities. Various agent and officer positions will be filled from this staffing process, many of which are in a high volume, production based environment. These positions may include, but are not limited to those that require resolving enquiries from taxpayers, and/or their representatives either by telephone or written correspondence. This would involve the examination and correction of taxpayer information, and the processing of applications for benefit programs. Training will be provided.

This staffing process may be used to staff the following jobs:

SP-03 (salary range \$52,954 to \$58,453)

- SP0298 Assessment, Accounts & Benefits Processing Clerk
- SP0290 Assessment Processing Clerk
- SP0221 Employer Accounts Agent

- SP0234 Compliance and Tracing Clerk

SP-04 (salary range \$58,076 to \$65,363)

- SP0468 Assessment, Accounts & Benefits Processing Officer
- SP0444 Assessment Processing Officer
- SP0475 Trust Accounts Compliance Officer
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Two pools will be created from this staffing process. One for SP-03 positions and one for SP-04 positions.

The pools established from this staffing process may also be used to staff similar or lower level positions.

The pools established from this staffing process may be used to staff similar positions in any CRA office located within the Western Region.

To apply

Who can apply

Persons living in Canada and Canadian citizens living abroad

AND eligible [veterans and Canadian Forces members](#)

AND individuals with preferred status who live or work within the general rule of minimum distance of the position(s) being staffed.

Please note that this process will be used to primarily staff positions in Winnipeg. If you are a candidate from the general public, you will have to pay for any expenses related to your participation in this staffing process, as well as any relocation costs if you receive an offer of employment from this process.

Due to the COVID-19 pandemic, public health recommendations and restrictions are in place across Canada and may change as circumstances evolve. You may be required to temporarily work remotely (e.g. from home). Further information will be provided if you are selected for the position.

Qualified members and former members of the Canadian Forces who receive an offer of employment are not entitled to relocation costs from the CRA. They may, however, be entitled to a final relocation from the Department of National Defence.

How do I apply?

To apply, you must create a [Candidate Profile](#) on the CRA Careers website and attach the following **at the time of your application**:

- Proof of education
- Resume

To attach the documents to your application, you must:

1. Upload and save your resume in the "Documents" section of your Candidate Profile.
2. Upload and save your high school diploma in the "Education" section of your Candidate Profile
3. Prior to clicking "Submit application", attach your resume and cover letter by selecting the box next to the documents.

If your documents are not attached at the time of your application, your application may not be considered further in this process

We encourage you to visit the [how to register and create a candidate profile page](#) for more information about the Candidate Profile and the CRA Job Opportunities Helpdesk.

Candidates are encouraged to submit their online application, education credentials and all required documents as soon as possible. Candidates will be screened against the prerequisite staffing requirements on an on-going basis.

Candidates who meet the prerequisites will be invited to an assessment and added to the qualified pool when staffing requirements are met. Candidates who are placed in a qualified pool will be eligible for potential appointments. Appointments may take place from this staffing process during the posting period.

Essential Staffing Requirements

Education

- High school diploma

Candidates with foreign education credentials must have their education confirmed by a recognized credential assessment service, please visit the Canadian Information Centre of International Credentials website at www.cicic.ca

Note: By the closing date and time of this poster, you must upload your education credentials in the education section of your Candidate Profile to demonstrate that that you meet the essential education requirements

Experience

- No experience required, but if you have any relevant experience or experience working for the Federal Government, please indicate on your **resume**. Training will be provided.

Language

- Bilingual imperative BBB/BBB or BBC/BBC

Candidates must be able to work in both official languages (English and French).

Assessment

Essential

The essential staffing requirements indicated below will be assessed during the process and may be used to identify candidates for positions.

- Second Language Evaluation (SLE) Pass mark: BBC/BBC or BBB/BBB
- Performance validation

Asset Qualifications

Asset staffing requirements may also be assessed during the staffing process and may be used to identify candidates for positions. You will be notified in advance of any asset requirements to be evaluated.

- Cognitive abilities and behavioural competencies - Korn Ferry Unsupervised internet test
- Dependability
- Interpersonal Skills
- Organizational Fit
- Qualifications
- Experience relevant to the position being staffed
- Additional education or training

- Budgetary considerations
- Duration of appointment
- Start date
- Minimize business disruption
- Employment Equity

Conditions of employment

- Reliability/Security - Reliability Status
- Willing to work overtime
- Willing to work on evenings and/or on weekends
- Willing to take and successfully complete training
- Physically work from Winnipeg

All interactions throughout this process, including email correspondence, may be used in the assessment of the qualifications listed.

You are expected to make yourself available for assessment when scheduled. Assessments will only be rescheduled for exceptional circumstances. The staffing board will make these decisions on a case by case basis.

Communication during the process

Information regarding the status of your application will be communicated via the candidate profile on the CRA Careers site. We strongly encourage you to verify the email address attached to your profile and to check your messages regularly for any updates. You should regularly check your email inbox, **including your junk folder**, as well as your Candidate's Profile for any correspondence from us.

Virtual assessments may be conducted by telephone, video conference or other alternate formats where possible. During virtual assessments the candidate must have access to a telephone, stable internet connection and privacy for the duration of the assessment. Certain software/Apps may be required to complete the assessment. It is recommended to have access to a desktop or laptop computer during the assessments to allow you to fully participate at the assessment stage. Candidates may not be accompanied by other individuals during their assessment.

Additional Information

On October 6, 2021, the Government of Canada announced [details](#) of its plans to require vaccination across the federal public service. As a separate and large federal employer, the Canada Revenue Agency (CRA) supports and will follow this new policy direction.

As of November 8, 2021, all employees of the CRA, including new hires, are required to be fully vaccinated against COVID-19 unless accommodated based on a medical contraindication, religion, or another prohibited ground for discrimination as defined under the Canadian Human Rights Act and attest to their vaccination status.

The requirement to be fully vaccinated applies to all employees and new hires, whether they are teleworking, working remotely or working on-site. This condition of employment applies to indeterminate (permanent), determinate (term), and student hiring. Should you reach the point in the staffing process where it is necessary to verify conditions of employment, there will be a requirement to complete an attestation of vaccination status.

CRA prioritizes diversity and inclusion and is firmly committed to providing a diverse workforce that reflects the population we serve. CRA's National Employment Equity (EE) Staffing Strategy strives to

eliminate EE gaps for the four EE designated groups: Indigenous peoples, persons with disabilities, members of visible minorities, and women. Where an EE gap exists at the time of appointment, EE may be used as an appointment criterion for permanent and temporary appointments/staffing actions over six months made through this process.

Want to know more?

We encourage you to read [Important information on staffing at the CRA](#) to find out more about staffing processes and how to apply.

The CRA is committed to building a skilled, diverse workforce reflective of Canadian society. To find out more, consult [Employment equity, diversity and inclusion](#) at the CRA. We encourage you to complete the Employment Equity (EE) Staffing questionnaire as part of your application if you wish to be considered for staffing actions using the EE staffing requirement in this process. Your questionnaire response will be retained on file for the duration of the staffing process. If you do not complete the questionnaire, you will not be considered for any staffing actions using the EE staffing requirement in this process. If you decide to modify your response or fill out this questionnaire at a later date, please notify the contact listed at the bottom of this notice of job opportunity.

CRA employees support the economic and social well-being of Canadians, and build public trust. We have high expectations, and our employees are held to the standards of conduct outlined in our [Code of integrity and professional conduct](#) and [Directive on conflict of interest, gifts and hospitality, and post-employment](#).

Contact

Name: WTC Bilingual Recruitment 58102788

Email Address: WTC.ExternalStaffing@cra-arc.gc.ca

Please quote requisition number 58102788 on all correspondence