



HOUSE OF COMMONS
CHAMBRE DES COMMUNES
CANADA

Career Opportunity

SourcePlus Advisor

Apply before 2023-03-20.

Reference: 2223-2023-254

Rate of pay: \$75,649 – \$95,719 annually

Classification: ADG-D

Outcome: Anticipatory / Candidate pool

Work environment: On-site

Work location: Ottawa, ON

Service area / Division: Office of the Deputy Clerk, Administration / Client Care Team

Area of selection: Restricted

Language requirements: CBC

About the role

This selection process is restricted to internal House of Commons Administration employees.

The SourcePlus Advisor acts as the principal point of contact with Members of Parliament for the liaison and delivery of HoC administrative programs and services, acts as an ambassador with clients and provides case management to Members of Parliament enquiries, to ensure high levels of customer service delivery and provide a quality customer experience that is unique and personalised. The role is accountable for seamless service delivery by orchestrating the resolution of requests across multiple resolver groups and external providers and contributes to the solution at various stages of the incident, response, and escalation process. The position applies lessons learned and recommends business process transformation to implement lasting solutions, manages feedback, enquiries, and escalations, and participates in the development and promotion of new or improved programs and services targeting new, current, or departing Members of Parliament.

The SourcePlus Advisor is one of ten (10) positions that report to the SourcePlus Manager. The SourcePlus Advisor does not have responsibility for the supervision of other employees but plays a leadership role in case management by convening multidisciplinary delivery teams for the development of integrated solutions.

Top reasons to join the team

The creation of the Client Care Team aligns with the organization's strategic priority of providing customers with an enhanced experience and seamless, unified services. You will join a dynamic team to provide a consistent, streamlined and exceptional service experience to Members, their staff, and House Administration employees. This is a unique and exciting opportunity for you to build a foundation of knowledge of all the sectors of the House Administration. The SourcePlus team plays a key role by supporting and guiding Members from the start of the elections to the end of their term. Every day will be a new stimulating challenge. You will work in a dynamic environment where your knowledge and leadership will be valued and developed.



Work where history is made

What you need

Education	<ul style="list-style-type: none">▪ A post-secondary degree or diploma in a related field OR an acceptable combination of education, training, and relevant experience.
Experience	<ul style="list-style-type: none">▪ Experience in client service, client engagement or related functions;▪ A minimum of 2 years experience working at the House of Commons;▪ Experience interacting with high-profile clients and providing personalized services;▪ Experience working in a fast-paced and result-oriented environment.
Other	<ul style="list-style-type: none">▪ Experience in deploying programs, procedures, and services;▪ Experience working or collaborating with various services within the House Administration.▪ The SourcePlus Service Centres are open between 8 a.m. and 6 p.m.; these hours may vary or change based on operational requirements. Work schedules will be organized accordingly. The selected candidates must be willing and able to work extended or irregular hours and to work overtime on short notice.

Outcome

Create a pool of potential candidates that may be considered to staff future vacancies for this position or for other similar and/or related positions on an indeterminate and/or determinate basis. Consideration may be given to candidates with other linguistic profiles.

Competencies

Candidates will be evaluated against the House of Commons Administration Competency Framework – (Professional/Advisory).

Our commitment to inclusion, diversity, equity, and accessibility

The House of Commons Administration is committed to being a leader in inclusion, diversity, equity and accessibility. We continuously evolve our practices and design them in such a way as to ensure that everyone can equitably participate to the upmost of their abilities. As “One House,” we leverage diversity in all its forms and recognize that everyone has valuable contributions to make and the potential for individual growth.

Apply and learn more!

If you dream of joining an organization that is small enough for you to be noticed, but big enough to provide you with a meaningful career, then we want to hear from you! We carefully review all applications and contact candidates retained for further consideration in a timely manner. Click on “Essential information” below to learn more about our selection process.

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