



The **Library of Parliament** is a non-partisan organization providing stimulating and rewarding work in support of Canadian parliamentary democracy. We recognize that our employees are our most important asset and, as such, we offer excellent benefits, a minimum of four weeks vacation leave, learning opportunities to support professional and career development, competitive salaries, and more!

The **Public Education Programs (PEP)** section delivers the Library's public, educational and visitor programs, which help to educate and inform Canadians about Parliament and its institutions with a variety of tools and resources, including guided tours, exhibits, and print and web resources.

We are currently looking for candidates to staff the following position: **Program Officer, Quality Assurance**.

The Parliamentary Tour Program, as part of Public Education Programs, is responsible for delivering and facilitating a variety of services for parliamentarians as well as onsite programs for the public on behalf of Parliament. The **Quality Assurance Program Officer** is responsible for developing and implementing standardized evaluation tools to ensure the overall quality of services and tours. If you are searching for a team-oriented environment that is ever changing and fast-paced, this position is right for you.

**PROGRAM OFFICER, QUALITY ASSURANCE  
PARLIAMENTARY TOUR PROGRAM  
PARLIAMENTARY INFORMATION AND RESEARCH SERVICE**

*Indeterminate position*

**MPA-3 (\$72,438 – \$85,690)**  
(Bilingual staffing – imperative: CBC/CBC)

**NOTE:** This selection process will also be used to establish a pool of prequalified candidates that could be used to staff determinate and indeterminate positions at the Library of Parliament that require similar knowledge or competencies.

**For the purposes of this selection process, the competencies listed in the attached Competency Profile will be evaluated.**

**The following knowledge criteria will also be evaluated:**

- In depth knowledge of Canadian and parliamentary history, the system of government and legislative process, and the art and architecture of Parliament
- Knowledge of the Library of Parliament's mission, mandate, and culture and knowledge of Parliament's structure
- In depth knowledge of public programming and visitor services theories, methods and techniques
- Knowledge of instructional design and adult learning theories, practices, principles and techniques
- Knowledge of coaching and mentoring practices and techniques
- Knowledge of human resources management regarding performance evaluation practices and techniques
- Strong interpersonal skills, including sound judgment, effective analytical skills, tact, and diplomacy

**To be considered, candidates must have:**

- Successful completion of post-secondary education in a field related to the duties of the position OR an acceptable combination of relevant education, training and experience
- Experience in establishing quality assurance policies, standards and procedures for exceptional quality in service delivery
- Experience in coaching, mentoring and providing feedback
- Excellent organizational skills, including the ability to manage multiple and competing priorities at once
- Excellent communication skills, including verbal briefing and business writing skills

**Asset**

- Experience in planning and delivering training

**Candidates retained in this selection process will be required to obtain:**

- A successful second-language evaluation (Bilingual staffing – imperative: [CBC/CBC](#))
- A successful pre-employment screening

**Additional Information:**

- This selection process is open to the public and to employees of the Library of Parliament, the Senate, the House of Commons, the Office of the Senate Ethics

- Officer, the Office of the Conflict of Interest and Ethics Commissioner, the Parliamentary Protective Service, and the Office of the Parliamentary Budget Officer.
- This selection process will include a second-language evaluation, a written qualifying exam, and an interview. The interview will consist of behavioural, situational and knowledge-based questions. Candidates will be required to pass each stage in order to move to the next stage of the selection process.
  - Qualified candidates from this selection process may be considered for determinate or indeterminate positions at the Library of Parliament that require similar knowledge and/or competencies.
  - Education and experience requirements will be used to determine which candidates will be asked to participate in the next stage of the selection process.
  - Satisfactory references and proof of education are essential conditions of appointment.
  - Travel and relocation expenses are the responsibility of the candidates.
  - The Library of Parliament believes that the excellence for which it is known is enhanced by nurturing an inclusive workplace that embraces diversity, values differences and supports the full participation of all employees. The Library is committed to creating and maintaining a diverse workforce reflecting the communities we live in and work in, the clients we work with, and Canadian society at large.
  - Preference will be given to Canadian citizens and to permanent residents who are legally able to work in Canada. Applicants who have a valid work permit may also be considered.

**Apply no later than Monday, December 7<sup>th</sup>, 2020 – 11:59 p.m. (Eastern Time).**

To apply, please send us your curriculum vitae, along with a covering letter indicating how you meet each of the education and experience requirements of the position. Please quote **Staffing Process 20-LOP-11** in your documents and, if you apply by email, in the subject line of your email.

Send us your application:

By email: [LOPCareers-CarrieresBDP@parl.gc.ca](mailto:LOPCareers-CarrieresBDP@parl.gc.ca)  
By fax: 613-995-9582  
By mail: 50 O'Connor Street  
Library of Parliament  
Human Resources Directorate  
Ottawa, ON K1A 0A9

Questions? Contact Human Resources at 613-617-0943 or [LOPCareers-CarrieresBDP@parl.gc.ca](mailto:LOPCareers-CarrieresBDP@parl.gc.ca).

**We thank all those who apply. Please note that only those selected for further consideration will be contacted.**