

# PERSONNEL MANAGEMENT BUREAU

## 6. Services Centre

### PERSONNEL MANAGEMENT BUREAU

Overview

Assignments  
Division

Recruitment,  
Counselling &  
Promotion  
Division

FSD Policy &  
Administration  
Division





Executive  
Pool/Heads of  
Mission Division

Services  
Centre

Employee  
Assistance  
Program




#### ADMINISTRATIVE INFORMATION & SERVICES

#### Delivery Standard

<p><b>1. Provide information and guidance to employees on meal, accommodation and exchange rates, moving/storage companies, removal/storage of personal effects, transportation, FSD benefits and entitlements</b></p>	<p><b>Walk-in</b> - Immediate response </p> <p><b>Phone</b> - acknowledge within 2 days</p> <p><b>E-mail</b> - acknowledge within 2 days; 5 days (May-October)</p>
<p><b>2. Provide guidance on completing travel claims, direct funds transfer and processing posting loans</b></p>	<p>Same as above </p>
<p><b>3. Refer clients to proper division/contact person on issues not handled by SERV</b></p>	<p>As required </p>
<p><b>4. Coordinate incoming and outgoing relocation, as well as monitoring the employee's shipment, includes briefing employees on FSD benefits while overseas, issuing posting loan, travel advance and incidental relocation allowance, customs procedures</b></p>	<p>Schedule appointment when PCF is issued (more than 1 interview usually required) </p> <p>Transit time for HHE varies for each mission</p> <p>15 days to process any request for payment, if all documents provided</p>

#### EDUCATION INFORMATION & COUNSELLING

#### Delivery Standard

<p><b>1. Provide up-to-date information and professional counselling on types of schools abroad and at HQ, domestic and international programs</b></p>	<p>Information provided within 2 days </p> <p>Counselling by appointment; time required varies</p>
<p><b>2. Provide information on education along with links to web sites</b></p>	<p>Education information available on-line </p>
<p><b>3. Process FSD33 claims (Lycee Claudel)</b></p>	<p>10 days to process claims, if all required documents provided plus </p> <p>15 more days to receive payment from PWGSC</p>