

PERSONNEL MANAGEMENT BUREAU

6. Services Centre

RESOURCE CENTRE & REFERENCE MATERIAL

Delivery Standard

PERSONNEL MANAGEMENT BUREAU

Overview

Assignments Division

Recruitment, Counselling & Promotion Division

FSD Policy & Administration

Executive Pool/Heads of Mission Division

> Services Centre

Employee Assistance Program 1. Resource centre accessible to employees/spouses with online computers and telephones available

Open from 08:00 to 17:00, Monday to Friday



2. Field general questions from government employees and dependents on services provided by the bureau

Walk-in - Immediate response

Phone - within 1 day **E-mail** - within 2 days



3. Post mission reports onto the Departmental intranet

Available on-line



4. Provide "Orientation to the Department" booklet and video

Available in the Centre



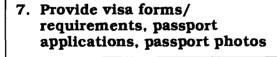
5. Maintain reference material on mission locations (books, maps, videos)

Phone - within 1 day



6. Maintain various administrative forms (Sun Life/Great West Life forms, physician forms, direct deposit, collective agreements, pension information, pay rates, Code of Conduct and Conflict of Interest forms, Departmental Health and Safety policy

Available in the Centre **Phone** - within 1 day



Forms available in the Centre Photo service available from 09:00 to 16:00



8. Passport office courier dropoff/pick-up for official passports

Two runs per day (11:00 & 15:00)

