



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

**RESOURCE CENTRE &
REFERENCE MATERIAL**

Delivery Standard

<p>1. Resource centre accessible to employees/spouses with on-line computers and telephones available</p>	<p><i>Open from 08:00 to 17:00, Monday to Friday</i></p> 
<p>2. Field general questions from government employees and dependents on services provided by the bureau</p>	<p><i>Walk-in - Immediate response</i> <i>Phone - within 1 day</i> <i>E-mail - within 2 days</i></p> 
<p>3. Post mission reports onto the Departmental intranet</p>	<p><i>Available on-line</i></p> 
<p>4. Provide "Orientation to the Department" booklet and video</p>	<p><i>Available in the Centre</i></p> 
<p>5. Maintain reference material on mission locations (books, maps, videos)</p>	<p><i>Phone - within 1 day</i></p> 
<p>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)</p>	<p><i>Available in the Centre</i> <i>Phone - within 1 day</i></p> 
<p>7. Provide visa forms/requirements, passport applications, passport photos</p>	<p><i>Forms available in the Centre</i> <i>Photo service available from 09:00 to 16:00</i></p> 
<p>8. Passport office courier drop-off/pick-up for official passports</p>	<p><i>Two runs per day (11:00 & 15:00)</i></p> 