

HIRING IN THE QUÉBEC PUBLIC SERVICE

A CARREER TO EQUAL YOUR AMBITIONS!

Up
for a
challenge?

www.recrutementquebec.gouv.qc.ca

Québec 

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THE QUÉBEC PUBLIC SERVICE: A CHOICE EMPLOYER!

Looking for exciting job opportunities offering far-reaching challenges? Want to increase your knowledge while putting your skills to work? Interested in a work environment that offers attractive conditions? The Québec Public Service is a choice employer that can offer you a career reflecting your aspirations!

A dynamic work environment

In order to continue meeting the population's needs, the Québec Public Service must adopt innovative methods. By opting for employment with the Public Service, you will see your innovative ideas, resourcefulness and sense of initiative recognized and appreciated. You will meet dynamic individuals and find a work environment that is filled with challenges.

A wide range of top-quality jobs

The Québec Public Service offers jobs in numerous sectors that rely on new information and communication technologies. Economics, law, communications, education, administration, social work, health, computer science and agriculture are only some of the Public Service's many activity sectors. Working for the Public Sector is a unique opportunity to tackle exciting challenges, while helping Québec society grow and develop.

Advantageous working conditions

In addition to stimulating jobs and an exciting work environment, the Québec Public Service offers its employees significant benefits, including competitive wages, group insurance, flex time, parental leave, and 4 weeks' vacation¹. Furthermore, training activities give employees an opportunity to update their knowledge and develop their skills.

Extensive career opportunities

If you like change, you should know that various career paths are open to you. Throughout your career, you can work in different government departments or agencies and different regions of Québec. Opportunities for promotion or changing sectors of activity are further advantages that make the Québec Public Service a choice employer when it comes to making career choices.

¹. The number of annual vacation days is calculated as of April 1, for the period up to March 31 of the following year. The number of vacation days for the first year of employment may vary depending on the month you begin working.



Measures that promote renewal

Since young people constitute Québec's new generation, the government wishes to increase their presence in the Québec Public Service. To do so, it has adopted specific hiring measures for them. The Québec Public Service has annual hiring campaigns for students just out of university, college or secondary school and for graduates still studying full-time.

For more information on the student hiring program, consult the Web site [www.recrutementquebec.gouv.qc.ca].

Knowledge and expertise must be transferred to new employees if the Québec government is to continue to offer excellent services to the public. This is why measures were instituted to this effect. As a new employee, you will have the opportunity of participating in the government's orientation program. Intended for all new public service employees in a regular position, this program deals with subjects of interest to the government and is designed to facilitate an understanding of the Public Service. The themes discussed are: the government and its workings, ethics and rules of professional conduct and career management in the Public Service. For further information on this program, consult the Secrétariat du Conseil du trésor's Web site on the subject [www.tresor.gouv.qc.ca/pag]. In addition, you could be eligible for mechanisms implemented to facilitate integration of new staff, such as job-shadowing or mentoring programs, which involve being assisted by an experienced employee.



JOBS

Types of jobs

Answering a Québec Public Service call for candidates may allow you to obtain a regular or casual job.

A casual position refers to a job whose duration is known at the time of hiring. For example, you could obtain a casual contract for a one-year period. Regular positions are essentially permanent. However, before an employee is granted “permanent” status, he or she must successfully complete a probation period.

Your first Public Service position might be a casual one, seeing that a significant number of such positions are offered each year. This could be an interesting opportunity, enabling you to learn more about the public service, make your skills and knowledge known, and gain experience. Accepting a casual position may also lead to being asked to fill a regular position. It’s worth considering!

Examples of jobs

The following are areas in which we hire on a regular basis.

Professional jobs

These jobs are available to people who have completed university undergraduate studies².

- Actuary
- Financial management officer
- Agronomist
- Computer analyst
- Engineer
- Physical sciences specialist (physicist, chemist, geologist, etc.)

Some of these positions also require membership in a professional association.

Technical jobs

These jobs are available to people who have completed a college degree (DEC)³.

- Agriculture technician
- Applied and graphic arts technician
- Library technician
- Electrical engineering technician
- Computer technician
- Tax audit technician

² The degree required for professional and technical positions may be replaced by a certain number of years of experience in the activity sector in question. Likewise, the degree required for office jobs may also be replaced by a number of years of experience in a paid position or doing unpaid work, including taking care of a family.

³ See footnote 2.

Office jobs

These jobs require a secondary school diploma, along with a certain number of years of experience, depending on the job grade⁴.

- Secretariat Officer, Grade I
(secondary school degree + 5 years of experience)
- Information Agent
(secondary school degree + 3 years of experience)

For further information on examples of jobs, consult the “À propos des emplois” section on the Web site [www.recrutementquebec.gouv.qc.ca].

⁴. See footnote 2.



HOW TO REGISTER

How to check calls for candidates

The Centre de services partagés du Québec regularly posts calls for candidates (job offers) to fill positions in a wide range of areas. You can find detailed information on these offers by:

- consulting the Web site [www.recrutementquebec.gouv.qc.ca] or contacting any regional office of the Centre de services partagés du Québec;
- contacting a Service Québec office;
- getting in touch with a local employment centre;
- stopping by a Carrefour Jeunesse-Emploi regional office;
- checking some Saturday editions of major daily and some weekly newspapers.

Calls for candidates for student hiring programs are also available:

- on the Web site [www.recrutementquebec.gouv.qc.ca];
- by contacting educational institutions' student placement services;
- through promotional activities (career days, information sessions) organized by the "Recrutement Québec" team.

How to apply

Found a job that interests you? Think you meet the eligibility requirements and would like to apply? Just read the instructions provided in the call for candidates, which indicate how to apply:

On-line applications

An on-line recruitment system will henceforth be available in order to apply for a job in the Québec Public Service. The call for candidates for each reserve or competition specifies whether the on-line application system is available.

During a student recruitment campaign, you can use the on-line application system on the website [www.recrutementquebec.gouv.qc.ca].

Register using the "Offre de service" form

You can obtain this form :

- by printing it off the Web site [www.recrutementquebec.gouv.qc.ca];
- from any Centre de services partagés du Québec regional office (see coordinates at the end of this document);
- by contacting a Service Québec or Carrefour Jeunesse-Emploi office or local employment centre.

The form must be received **before the application deadline** at the address indicated in the call for candidates. **Applications sent by electronic mail will not be accepted.**



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EQUAL ACCESS

The Québec Public Service seeks to reflect today's Québec. It is modern, and marked by openness and diversity. In recent years, the Québec Public Service has implemented new measures promoting hiring of people from groups that are currently under-represented in the public administration.

Here are a few examples:

- 25% of all new employees hired must be members of a cultural community, Native persons, Anglophones or handicapped persons. This objective applies to all staff categories: regular, casual, student trainee and summer help.
- If you are a handicapped person or a member of a cultural community, you can apply for a staffing competition even if you do not live in the geographic area indicated in the eligibility criteria. This measure makes it possible for you to apply for jobs throughout Québec.
- If you are a handicapped person, staffing competitions may apply specifically to you.
- If you are a member of a cultural community, Native person or Anglophone, and reside in the greater Montréal area, you may be eligible for a moving allowance if you accept a position in the Public Service outside that region.

These measures complement existing equal access measures, notably the equal access program for women, the program reserved for cultural communities and the Québec government's hiring plan for handicapped persons.

For further information on the different programs and measures, consult the "Accès à l'égalité" section of the Secrétariat du Conseil du trésor's Web site [www.tresor.gouv.qc.ca/egalite].

Do equal access measures apply to you?

The "Offre de service" form that must be completed when applying for a Public Service position contains questions enabling you to be identified as a member of an under-represented group and, consequently, to benefit from these measures. It is **essential** that you identify yourself at this stage since this information is used to determine whether you can benefit from equal access measures.

In the public service the under-represented groups are:

- **Native persons:** Native persons are persons of Amerindian, Inuit or Amerindian/Inuit background.
- **Anglophones:** Anglophones are persons whose mother tongue is English. "Mother tongue" is defined as the first language learned and still understood.
- **Members of a cultural community:** Member of a cultural community means any person who is a member of a visible minority or any person whose mother tongue is neither French nor English. "Mother tongue" is defined as the first language learned and still understood.
- **Handicapped persons:** Under the Act to secure the handicapped in the exercise of their rights, "handicapped person" means "a person with a deficiency causing a significant and persistent disability, who is liable to encounter barriers in performing everyday activities".

You may fit the definition of a handicapped person if you have a hearing, visual, motor, organic, psychiatric, language or speech impairment.

If you identify yourself as a handicapped person, you will need to supply an action plan. The form required is available in the "Accès à l'égalité" section of the Secrétariat du Conseil du trésor's Web site [www.tresor.gouv.qc.ca/egalite].

Studies outside Québec

If you studied outside Québec, along with your “Offre de service” form, you must provide an education credential evaluation report (attestation of equivalency) obtained from the Ministère de l’Immigration et des Communautés culturelles (MICC). For further information on this attestation, contact the MICC regional office nearest you:

Montréal office

514 864-9191 or 1 877-264-6164

Montréal office

450 466-4461 or 1 888-287-5819

Laval, Laurentides and Lanaudière office

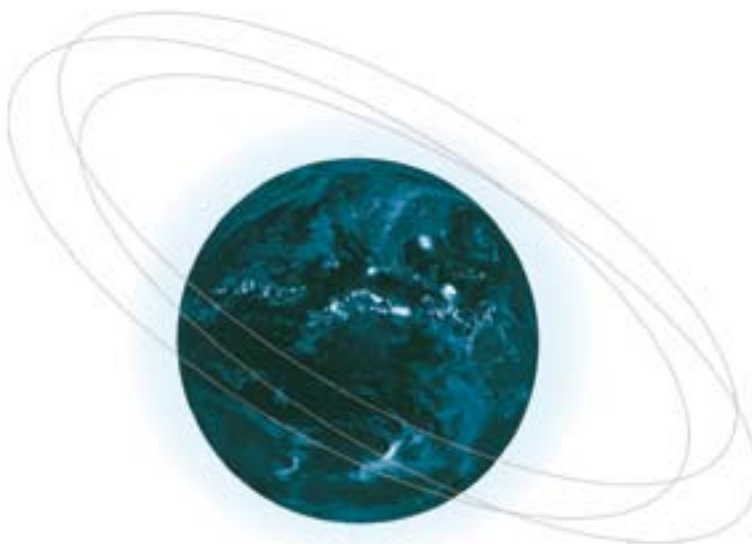
450 972-3225 or 1 800-375-7426

Outaouais, Abitibi-Témiscamingue and Nord-du-Québec office

819 246-3345 or 1 888-295-9095

Capitale-Nationale and Est-du-Québec office

418 643-1435 or 1 888-643-1435



EXAMS

If you meet the eligibility criteria for a staffing competition, you will be invited to sit for an exam.

You will receive a letter of convocation containing the date, time and location of the exam, as well as a brief description.

Purpose of exams

Exams are designed to measure general skills required for all job grades at a particular level of employment and essential to completing the tasks in given positions. For example, the duties of professional staff usually include finding solutions by analyzing information and drawing conclusions. Such employees must also be able to provide quality services to clients and work efficiently with colleagues so as to ensure service effectiveness.

Rather than checking knowledge acquired during the course of studies, these exams are designed to determine whether candidates have the basic skills necessary for all jobs at a particular employment level.

There are various types of exams.

Written exams

Written exams assess basic knowledge and abilities required for a given position. This may include ability to serve the public, understanding of laws and regulations, French writing skills, or knowledge of a particular field. For example, to assess the skills necessary to hold the position of Secretariat Officer, the exam focuses on the ability to perform administrative office tasks; for the position of Research Officer, the exam focuses on analytical abilities and a flair for synthesis.

Written exams are usually of two types:

- **Essay exam:** You are asked to write a text (length depends on the circumstances) to solve problems or answer questions. You may do this type of exam in English. However, should you be offered a job, you will need to show your mastery of French by passing an Office québécois de la langue française exam in the six months following your hiring.

- **Multiple-choice exam:** Also called an “objective exam”, this consists of a series of questions accompanied by various possible answers. You choose the best response from among the options given, indicating your choice on the answer sheet provided.

The following may be among the possible responses:

“Aucune de ces réponses”

This choice is placed at the end of the list of possible answers. It means that none of the other possibilities answers the question.

“Toutes ces réponses”

This choice is also placed at the end of the list of possible answers. It means that each of the other possibilities answers the question.

Consider these two options in the same light as the other choices since they do not necessarily constitute the correct response.

The following are examples of questions for a multiple-choice exam:

1. Indiquez le mot qui n'est pas correctement orthographié.

- absence
- language
- référence
- accessoire
- bicyclette

The correct response is b), since in French the word is spelled “langage”.

2. Trouvez la réponse à l'équation suivante

$$\frac{(11 \times 12) + (156 \div 3)}{4} = ?$$

- 41
- 48
- 56
- 44
- aucune de ces réponses

The correct response is e), since the solution to the equation is “46”.

Written exam sessions

Written exams are held in groups supervised by invigilators. Travel outside the exam room is strictly limited. The duration of the exam session is predetermined. The time you are absent from the room cannot be made up at the end of the session.

The exams are in French.

Exam correction

All candidates' exams are administered and corrected in the same way. Correction is anonymous, i.e. markers do not know the candidate's identity.

Multiple-choice exams are corrected using an optical character reader, which reads each answer. A marking scheme is applied using a computer program to calculate the points obtained.

Essay exams are corrected by qualified individuals using a predetermined marking scheme.

Candidates are then notified of the results.

Preparing for written exams

Advice for the night before the exam:

1. Re-read the **invitation documents** to double-check the **date, time and location** of the exam and to make certain to bring the required materials (e.g. a highlighter).
2. Foresee enough time to get to the exam location, plan on an appropriate **means of transportation** and make parking arrangements, if applicable.
3. Plan to wear a **watch** so as to better organize your time during the exam.
4. Remember that the best way to prepare for the exam is to get a good night's sleep and come determined to do well.
5. Be confident and have a positive attitude.

Advice for succeeding written exams

1. Listen carefully to the instructions you are given. Before beginning the exam, don't hesitate to ask questions if you don't understand the instructions or require further information, e.g. how to use the answer sheet.
2. **Read each question carefully** as well as all possible answers, where applicable.
3. If necessary, consider the possibility of **beginning with the questions worth the most points**. Don't get stuck on a question you find difficult, simply go on to the next one. You can always come back to problem questions at the end. Remember, your time is limited and you must work relatively quickly in order to answer all of the questions.
4. Take the time to carefully read the instructions in order to properly understand what you are to do or which question you are to answer (e.g. "list" is different from "describe").
5. For essay exams, it may be useful to prepare an answer outline containing the important, relevant elements. Don't spend too much time on the outline though. Leave yourself time to re-copy your answers onto the answer sheets since rough drafts will not be marked.
6. For multiple-choice exams, we suggest you write the answers on the sheet as you go since only those responses indicated on the answer sheet will be marked.
7. If you have time and feel it necessary, look over your answers.
8. Concentrate on the job at hand.
9. Don't let yourself be **influenced or distracted** by other candidates. For example, the sound of pages turning quickly doesn't mean they find the exam easy.

Practical exams

A practical exam may be necessary to evaluate candidates' technical skills or behaviour in real work situations. For instance, to assess the skills required for a position as a mechanic, the exam may test skill in adjusting engine valves; for a management position, it may take the form of a group discussion.

If need be, you may do this type of exam in English. However, should you be offered a job, you will need to show your mastery of French by passing an Office québécois de la langue française exam in the six months following your hiring.

Oral exams

Some competitions also involve an oral exam, in which the candidate meets with an evaluation committee generally composed of three people.

During this meeting, the candidate is asked questions, sometimes in the form of role-playing, that test knowledge, skills and work experience. Before the meeting, it may be useful to learn about the government department or agency that has convened you in order to better understand its role and mandates. Government department and agency websites [www.gouv.qc.ca] are a good source of information.

If need be, you may do this type of exam in English. However, should you be offered a job, you will need to show your mastery of French by passing an Office québécois de la langue française exam in the six months following your hiring.

Adapting exams for handicapped persons

Exams can be adapted for handicapped persons and arrangements can be made to facilitate access to the exam location. If you identify yourself as a handicapped person, an authorized individual from the Centre de services partagés du Québec will contact you in this regard.

Hiring interview

If you pass the exam, your name is put on a list of qualified candidates. When a government department or agency is looking for staff, it may contact you to see whether you are interested and available and, if applicable, invite you to a hiring interview. Once again, it may be useful for you to learn about the government department or agency that has convened you.

This interview is conducted to determine which candidate, among those convened, has the profile that best corresponds to the specific requirements of the position to be filled. However, if you are not chosen after a hiring interview, your name remains on the list of declaration of competency. You can be called again, for as long as the list remains valid.

Hiring choices are made based on government programs, measures and plans, notably those related to equal access.

For further information on exams and the selection process, consult the Web site [www.recrutementquebec.gouv.qc.ca] under the section “Examens de la fonction publique”.

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HOW TO REACH US...

Do you have any questions on student hiring or employment with the Québec Public Service in general? Contact us by phone at **1 866-672-3460** (toll-free) or e-mail at emplois@cspq.gouv.qc.ca.

You can also stop by any Secrétariat du Conseil du trésor regional office. Addresses, telephone and fax numbers are as follows:

Capitale-Nationale and Chaudière-Appalaches Regions

875, Grande Allée Est
Québec (Québec) G1R 5R8
Phone: 418 528-7157
Toll-free: 1 888-772-3657
Fax: 418 643-8083

Abitibi-Témiscamingue

33A, rue Gamble Ouest, RC 10
Rouyn-Noranda (Québec) J9X 2R3
Phone: 819 763-3239
Fax: 819 763-3876

Bas-Saint-Laurent and Gaspésie-Îles-de-la-Madeleine Regions

337, rue Moreault, 2^e étage
Rimouski (Québec) G5L 1P4
Phone: 418 727-3806
Fax: 418 727-3657

Côte-Nord Region

456, rue Arnaud, bureau 1.07
Sept-Îles (Québec) G4R 3B1
Phone: 418 968-9741
Fax: 418 964-8651

Estrie Region

200, rue Belvédère Nord, bureau 4.02
Sherbrooke (Québec) J1H 4A9
Phone: 819 820-3567
Fax: 819 820-3889

Mauricie and Centre-du-Québec Regions

100, rue Laviolette, bureau 301
Trois-Rivières (Québec) G9A 5S9
Phone: 819 371-6863
Fax: 819 371-3772

Montréal, Laurentides, Montérégie, Lanaudière and Laval Regions

500, boul. René-Lévesque Ouest, bureau 7.300
Montréal (Québec) H2Z 1W7
Phone: 514 873-7701
Fax: 514 873-5761



McGill and Square Victoria metro stations

Outaouais Region

170, rue de l'Hôtel-de-Ville, bureau 8.700
Gatineau (Québec) J8X 4C2
Phone: 819 772-3043
Fax: 819 772-3349

Saguenay-Lac-Saint-Jean and Nord-du-Québec Regions

3950, boulevard Harvey, bureau 3.00
Jonquière (Québec) G7X 8L6
Phone: 418 695-7976
Fax: 418 695-8839



