

*To follow, without halt, one aim: There's the secret of success...*

Anna Pavlova

## FOR FURTHER INFORMATION, CONTACT:

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### The Service Bureau in your area:

La Ronge: (306) 425-4234

Meadow Lake: (306) 236-7540

Regina: (306) 787-8444

Prince Albert: (306) 953-2871

Saskatoon: (306) 933-6242

Swift Current: (306) 778-8207

## WHAT ELSE SHOULD I KNOW?

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For further information on this type of occupation, visit the following websites:

[www.sk.hrdc-drhc.gc.ca/jobfutures/](http://www.sk.hrdc-drhc.gc.ca/jobfutures/)

[www.gov.sk.ca/psc/corecomp/default.htm](http://www.gov.sk.ca/psc/corecomp/default.htm)

*We are committed to Employment Equity and encourage applications from qualified persons of Aboriginal ancestry; persons with disabilities; members of visible minority groups and women seeking management and non-traditional roles.*



### Saskatchewan Environment

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La Ronge, SK S0J 1L0  
Phone (306) 425-4234  
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**For more information on Saskatchewan Environment, contact our website at:**

[www.sermweb.serm.gov.sk.ca](http://www.sermweb.serm.gov.sk.ca)

# SASKATCHEWAN ENVIRONMENT

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SERVICE BUREAU

CAREER FACT SHEET

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## PROGRAM SUPPORT



Saskatchewan Environment

It's in your Nature.

# WHAT IS PROGRAM SUPPORT STAFF?

Support staff work under the direction of the Service Bureau manager to provide revenue processing, information/customer services and clerical processing for Saskatchewan Environment Program support staff are required to have in-depth knowledge in all functions and are expected to form a partnership arrangement with clients.

## INFORMATION/CUSTOMER SERVICES

- Support staff must have knowledge of Department practices and policies regarding programs such as Wildlife, Fisheries, Forestry, Lands, Fire, Parks, Environmental Protection, and Oil and Gas
- They issue licences, receipts and permits to clients; liaise with other agencies, staff, Departments, and the public in the exchange of information; and they are required to have an awareness of the Department's position on issues related to policy

## CLERICAL PROCESSING

- Support staff perform word processing tasks, respond to inquiries, and make appropriate referrals
- Support staff maintain filing systems, conduct on-line research, handle mail, maintain Department manuals, arrange for maintenance of office equipment, log staff itineraries, receive and label wildlife samples, and perform various other office duties as required

## REVENUE PROCESSING

- In this capacity, program support staff are responsible for reconciling and depositing revenue, completion and submission of appropriate forms, and processing of refund requests

## OTHER FUNCTIONS

- Support staff provide back-up for other Service Bureau functions and perform miscellaneous duties as required

*The ability to concentrate and to use your time well is everything...*

Lee Iacocca

## HOW TO BECOME PROGRAM SUPPORT STAFF

**To become eligible for this type of position,** high school students should take classes such as Mathematics, Accounting, English and Computers

**Typically, post-secondary educational requirements for this occupation include** completion of an Office Education program and/or Accounting Clerk Typist certificate. People in this occupation typically have a combination of experience and post-secondary training.

**For information on programs or classes contact the following:**

- SIAST; SIIT; University of Saskatchewan; University of Regina; Northlands College; Sask. Indian Federated College

## OTHER REQUIREMENTS FOR EMPLOYMENT

Knowledge of Department's mandate, programs and policies; knowledge of business and accounting practices; good interpersonal skills; ability to work independently and collaboratively

## TYPICAL EMPLOYERS INCLUDE

- Provincial and federal agencies and government departments