



Recruitment in the
Québec Public Service

**WE WANT
YOUR
TALENT**

Discover the challenging Public
Service careers that help foster
Quebeckers' quality of life.

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CAREERS FULL OF CHALLENGES

Are you concerned about Québec's important social, economic and cultural issues? Do you wish to achieve your goals while making a contribution to society? Are you looking for a stimulating work environment that offers advantageous conditions and numerous opportunities? If so, you're in the right place because there are challenging Public Service careers that help foster Quebecers' quality of life.



WE WANT YOUR TALENT

The hiring rate in the Québec Public Service will reach unparalleled heights over the course of the coming decade as a result of numerous retirements. Estimates put the number of jobs that will become available at 15 000 during this time, including nearly 5 000 jobs over the next three years alone. The public service is essential to Québec's economic and social development and the work carried out by its employees is useful for the day-to-day well-being of its citizens. To maintain the quality of services to citizens and meet the many challenges that will determine the capacity of Québec society to prosper, the public service wants your talent!

WHY CHOOSE THE PUBLIC SERVICE?

The Public Service constitutes an employer of choice due to both its key role in Québec's social, economic and cultural advancement and the attractive working conditions it offers its personnel. Are you interested in knowing more about the advantages of a career in the Québec Public Service? Read on...

A WIDE RANGE OF TOP-QUALITY JOBS

The Québec Public Service offers jobs in numerous sectors that involve 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 sectors of activity. Working for the Public Service is a unique opportunity to tackle exciting challenges, while helping Québec society grow and develop.

A DYNAMIC WORK ENVIRONMENT

In order to continue meeting the population's needs, the Québec Public Service must adopt methods that are cutting-edge. By choosing 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 full of challenges.

ADVANTAGEOUS WORKING CONDITIONS

In addition to stimulating jobs and an exciting work environment, the Québec Public Service offers its employees other substantial benefits, including attractive wages, group insurance, flex time making it easy to meet the demands of your private and professional life, parental leave, and four weeks' vacation¹. Furthermore, training activities give employees an opportunity to update their knowledge and develop their skills.

EXTENSIVE CAREER OPPORTUNITIES

Keep in mind that various career paths are open to you. Throughout your career, if you want, you can change jobs, departments or agencies, or work in 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.



JOB

EXAMPLES OF JOBS

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

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 determined 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!

PROFESSIONAL JOBS

These jobs are available to people who have completed undergraduate university studies². Some of these positions also require membership in a professional association.

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

TECHNICAL JOBS

These jobs are available to people who have completed a college degree (DCS)².

Agriculture technician
Applied and graphic arts technician
Laboratory technician
Electrical engineering technician
Computer technician
Tax audit technician

OFFICE JOBS

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

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

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

2. The diploma 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 diploma 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.

APPLICATION PROCEDURE

WHERE 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.carrieres.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 recruitment campaigns are also available:

- on the Web site [www.carrieres.gouv.qc.ca];
- by contacting educational institutions' student placement services;
- through promotional activities (career days, information sessions, etc.) organized by the "Recrutement Québec" team and the regional offices of the Centre de services partagés du Québec.

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 Web site [www.carrieres.gouv.qc.ca].

Register using the *Offre de service form*

You can obtain this form :

- by printing it off the Web site [www.carrieres.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.**





**EQUAL
ACCESS TO
EMPLOYMENT**

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 made up of members of cultural communities, Native persons, Anglophones or handicapped persons. This objective applies to all employment categories: regular, casual, student internships and summer employment.
- If you are a handicapped person or a member of a cultural community, you can apply to a call of candidates 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 member of a cultural community and reside in the greater Montréal region, you may be eligible for a refund of certain moving costs if you accept a job in the Québec Public Service outside this territory.

These measures complement existing equal access measures, notably the program reserved for members of 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].

DO EQUAL ACCESS MEASURES APPLY TO YOU?

The *Offre de service* form, which you complete when you apply for a job in the Public Service, includes questions that allow you to indicate whether you are a member of an under-represented group. It is essential that you indicate if this is the case at this step since you may be eligible for equal access measures on the basis of this information.

Other than women who are under-represented in certain job classes, the other groups targeted by equal access measures are the following:

• 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

This expression refers to any person, other than Native persons, who is a member of a visible minority or whose mother tongue is neither French nor English.

• Handicapped persons

Under the *Act to secure the handicapped in the exercise of their rights* “a 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 being a handicapped person, you will need to provide an intervention plan. The form is available in the “Accès à l'égalité” section of the Secrétariat du Conseil du trésor’s Web site [www.tresor.gouv.qc.ca].

STUDIES OUTSIDE QUÉBEC

If you studied outside Québec, along with your *Offre de service* form, you must provide Comparative Evaluation for Studies Done Outside Québec obtained from the Ministère de l’Immigration et des Communautés culturelles (MICC). For further information about this document, contact the MICC regional office nearest you:

MONTRÉAL REGIONAL OFFICE

514-864-9191 or 1-877-864-9191

MONTÉRÉGIE REGIONAL OFFICE

450-466-4461 or 1-888-287-5819

LAVAL, LAURENTIDES AND LANAUDIÈRE REGIONAL OFFICE

450-972-3225 or 1-800-375-7426

OUTAOUAIS, ABITIBI-TÉMISCAMINGUE AND NORD-DU-QUÉBEC REGIONAL OFFICE

819-246-3345 or 1-888-295-9095

CAPITALE-NATIONALE AND EST-DU-QUÉBEC REGIONAL OFFICE

418-643-1435 or 1-888-643-1435



EXAMS

If you meet the eligibility criteria for a call for candidates, 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.

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.

Narrative exam

You are asked to write a text (length depends on the circumstances) to solve problems or answer questions. Exams are in French; however, if needed, you may answer 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.

- a) absence
- b) langage
- c) référence
- d) accessoire
- e) bicyclette

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

2. Trouvez la réponse à l'équation suivante :

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

- a) 41
- b) 48
- c) 56
- d) 44
- e) 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 Web sites [www.carrieres.gouv.qc.ca] under the "Découvrir la fonction publique" section.

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 corresponding to each of the competitions that you pass. 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. 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.carrieres.gouv.qc.ca] under the "Obtenir un emploi dans la fonction publique" section.



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 **carrieres@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:

[www.carrieres.gouv.qc.ca]

**Capitale-Nationale and
Chaudière-Appalaches Regions**

900, boul. René-Lévesque Est, 3^e étage, secteur 325
Québec (Québec) G1R 2B5

Phone: 418-528-7157
Toll-free: 1-888-772-3657
Fax: 418-646-4444

Abitibi-Témiscamingue Region

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, Laval, Laurentides, Lanaudière
and Montérégie 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
Saguenay (Québec) G7X 8L6

Phone: 418 695-7976
Fax: 418 695-8839

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