

Employment Insurance, Immigration, Border Services and Revenue Officers

Description

Officers in this unit group administer and enforce laws and regulations related to immigration, customs, border crossing, tax revenue, employment insurance and other government benefit services. They are employed by government agencies.

Duties:

- Immigration officers:
 - Determine admissibility of persons seeking entry into Canada by examining documents and conducting interviews; grant landed-immigrant status, or order detention or deportation
 - Locate and apprehend persons presumed to be infringing on immigration laws
 - Assist in the removal of deported people by seeking authorization from receiving countries and securing necessary travel documents
 - Appear as a witness in cases related to immigration appeals.
- Border services officers and customs inspectors:
 - Question persons at border points to determine the admissibility of goods and assess duty
 - Inspect baggage to detect undeclared merchandise, or contraband
 - Inform manufacturers and shippers of customs and laws and procedures
 - Observe fabrication of articles affected by customs laws and conduct appraisals
 - Determine nature of cargo to ensure compliance with customs and commerce laws
 - May arrest and detain individuals suspected of having committed a criminal offence under the Customs Act or other designated Criminal Code offences until police intervention is possible.
- Excise tax revenue officers perform:
 - Audit accounting records to determine income, exemptions, payable taxes, compliance with reporting regulations and existence of fraud
 - Examine accounting systems and internal controls of organizations
 - Provide advice on reporting and evaluation methods for goods subject to taxation
 - Prepare briefs and assist in retrieving records, and in preparing charges for court cases.
- Government benefits services officers:
 - Determine the eligibility of persons applying for government benefits such as Employment Insurance (EI), Canada Pension Plan (CPP) and Old Age Security (OAS)
 - Ascertain the facts on such issues as reasons for loss of employment and availability for work
 - Monitor the payments of benefits and investigate when there appears to be fraud or abuse.

Other titles:

- immigration examining officer
- tax enforcement officer
- customs inspector
- immigration agent – government services
- border services officer (BSO)
- tax collection officer
- customs officer
- employment insurance benefits control officer

(Government of Canada National Occupation Classification)

Skills

Communication	Decision making	Problem solving	Neutrality	Team work
	Able to work independently	Numeracy	Computer skills	

Education/Training Requirements

Ontario Secondary School Diploma (OSSD)

- Most college/university programs in Ontario require an OSSD or Mature Student Status

Post-secondary diploma/degree

- A bachelor's degree or college diploma is usually required

Certification

- Completion of specialized government training is required
- Several years of related administrative or regulatory experience may be required

Potential Earnings in Durham Region

The average and median wages and salaries for individuals employed as employment insurance, immigration, border services and revenue officers are as follows. Place of Residence (POR) is defined as individuals who reside within the Durham Region. Place of Work (POW) is defined as individuals who are employed within the Durham Region.

Median Wages and Salaries (POR)	Average Wages and Salaries (POR)	Median Wages and Salaries (POW)	Average Wages and Salaries (POW)
\$60,315	\$58,284	\$61,880	\$58,988

Employment Prospects

Industry (NAICS)	Jobs in Durham Region (POW)	Durham Region Residents Employed (POR)
9112 Other federal services	125	355
9120 Provincial and territorial public administration	205	150

(Ministry of Advanced Education and Skills Development 2016 data in Durham Workforce Authority's 2017 Sector Report)

