### Clerical and Regulatory (CR) Group Definition

The Program and Administrative Services Group comprises positions that are primarily involved in the planning, development, delivery or management of administrative and federal government policies, programs, services or other activities directed to the public or to the Public Service.

1. Offering administrative support, which includes making and changing methods to help public service work in areas like administration, finance, human resources, and technical fields. This involves:
   1. d) Collecting, arranging, and handling information, taking care of files, and following certain rules.
   2. f) Using telephone systems run by microprocessors and related equipment.
2. Leading any of these mentioned tasks.