

## **Skilled Trades Ontario** **Métiers spécialisés Ontario**

**Position Title: Office Administration Assistant**

**Position Type: Full time – Permanent**

**Location: Toronto, ON**

**Job Band: 3**

**Salary Range: \$22.89 – \$28.18 / hour**

**Hours of work: 36.25 hr/week**

**Skilled Trades Ontario is a new Crown agency which replaced the Ontario College of Trades.** It is responsible for skilled trades certification in Ontario, which includes:

- **Establishing apprenticeship programs**, including training standards, curriculum standards and certification exams
- **Assessing experience and qualifications** of individuals who have not completed an apprenticeship program in Ontario
- **Issuing Certificates of Qualification** in all trades with certifying exams
- **Renewing Certificates of Qualification** in compulsory trades
- **Maintaining a Public Register** of people authorized to work in compulsory trades
- **Conducting research** in relation to apprenticeship and the trades

Skilled Trades Ontario is currently seeking an Office Administration Assistant who can manage all duties related to coordination of the mailroom function, sorting, scanning and redistributing Client Service inbound mail, and personal mail. Manages outbound mailroom requests from all departments. Coordinates on-boarding, and off-boarding processes for Skilled Trades Ontario and maintains existing staff functionality needs such as, replacing faulty equipment and coordinating requests between IT and staff. The Office Administration Assistant also ensures effective monitoring of tasks related to these functions in order to maintain a high level of efficiency, security and confidentiality. Furthermore, this role will also support Finance, Facilities and Procurement functions.

**Responsibilities include but not limited to:**

Mail function: Inbound/Outbound:

- Picking up, processing, logging, and delivering all incoming mail, and faxes;
- Responsible for the logging, co-ordination, and mailing of outbound mail (which can include NSF/Non-Negotiable cheques, to be returned applications, parcels, mass mailings, shipments) and return mail;
- Sorting and processing returned mail (which includes checking the address in AMANDA and distributing the mail to the appropriate staff for follow up);
- Maintaining postal equipment (replenishment of supplies and charging of postage meter);
- Responsible for archiving returned Certificates of Qualifications, following the retention policy of STO;
- Scanning and recording application forms (TEA, Membership) that have been sent via mail, processing receipts for all applicants;
- Disseminating inbound mail by either 1) re-mailing to recipient or 2) open, scan and forward to personal email;
- Providing customer service to all internal stakeholders using problem solving skills to handle difficult or challenging client service needs;
- Ensuring optimal delivery of services to members and clients through research and recommendations;
- Responding to queries and/or complaints in a professional, courteous manner and providing referrals to appropriate resources for further information;
- Logging all client interactions in membership management platform (AMANDA, Quickbase);
- Review and update procedure documents as required based on process efficiencies and streamlining;
- Review invoicing and pricing related to mailings for discrepancies, research and make appropriate inquiries as required;
- Responsible for the re-mailing of Certificates of Qualifications (that have been returned undeliverable);
- Create letter to return correspondence to clients;

### Courier support (staff onboarding/offboarding/maintaining):

- Courier process has evolved with the pandemic/working from home which includes multiple sender/receiver addresses; includes notifying IT of any issues and shipments to office for in-person receipt;
- Supporting HR/IT/staff with timely courier arrangements – extensive touchpoints with new process due to everyone working from home:
  - Onboarding – ensuring equipment arrives for new hires
  - Offboarding and complexities around multiple attempts to pickup/reschedule with courier co's;
  - Supporting staff working at home maintaining office equipment etc;
- 3rd party relations in resolving complex FedEx & QMS delivery/pickup issues

### Finance/Facilities/Procurement:

- Provides Finance, Membership/TEA support to deposit application and corporate cheques (RBC scanner);
- Maintains payment records in the QB process to record the workflow for applications from receipt to payments to support further Finance reconciliations;
- Manages manual cheque process and obtains signatures prior to mailing;
- Assists with reporting facilities related work orders/tickets, ordering supplies, coordinating repairs, and issuing related communication to staff and management in a timely manner;

### **Qualifications:**

- Demonstrates experience in a similar role;
- Demonstrates knowledge of administration of procurement policies and procedures;
- Strong ability to coordinate and manage client records and maintain / update computerized filing system;
- Demonstrates experience in handling and coordinating confidential information;
- Strong computer skills, including Microsoft Suite (Excel, Outlook, Word, PowerPoint) and ERP databases (i.e. AMANDA, Agresso, Quick Base, etc.);
- Demonstrated understanding of membership and TEA application processes;

- Demonstrates ability to communicate effectively;
- Excellent time management skills with the ability to multitask and adapt to a changing environment;
- Required to work in office as required (minimum of once a week and up to five days per week);

**Knowledge of:**

- Client Service department best practices, theory and principles;
- Privacy and confidentiality legislation and policies;
- The programs, services, policies, and organizational structure of STO to ensure appropriate information is relayed to clients and staff;
- The operations and capabilities of various standard office software programs (Microsoft Office including Excel, internal programs would be an asset such as AMANDA, Quickbase);
- Oral communication skills and techniques to effectively serve clients;
- Retention policies and regulations;
- Processes related to confidentiality breaches;
- Procurement and facilities best practices and processes at STO;

**Skills:**

- Strong attention to detail
- Ability to be flexible and adaptable in order to handle client contacts across a number of channels including telephone, e-mail and in-person;
- Effective communication skills;
- Strong computer skills, including Microsoft office;
- Excellent organizational and prioritization skills;
- Ability to troubleshoot and research discrepancies;
- A self-starter with the ability to work under pressure;
- Strong time management skills with the ability to handle interruptions and work to deadlines;
- Ability to simultaneously manage multiple projects;

\*This position is represented by OPSEU.

\*Only those candidates selected for an interview will be contacted.

How to Apply: Please forward your resume, together with a separate cover letter by May 17, 2022, to [careers@skilledtradesontario.ca](mailto:careers@skilledtradesontario.ca). Only applications submitted via email will be accepted. Be sure to quote the following competition number in the subject line of your email: STO-019-22 - Office Administration Assistant

We thank all applicants for their interest and will contact those whose skills, knowledge, and experience most closely match the requirements of the position.

STO embraces diversity and is committed to creating an inclusive workplace. Our goal is to attract, develop and retain highly talented employees from diverse backgrounds, allowing us to benefit from a wide variety of experiences and perspectives. In accordance with the Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act, 2005, and the STO's Accommodation Policy, accommodation will be provided at any point throughout the hiring process, provided the candidate makes their accommodation needs known to the STO. We welcome applications from all qualified persons.

The Skilled Trades Ontario is an equal opportunity employer