



Position Title: Coordinator, Product Development

Position Type: Temporary

Duration: 12 months

Location: Ontario

Job Band: 7

Salary Range: \$29.98 - \$36.91 / hour

Hours of work: 36.25 hr/week

Skilled Trades Ontario is a new Crown agency 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 for the position of Coordinator, Product Development to provide program support to the Standards and Examinations Department, including the design, development, formatting, editing, production and distribution of Apprenticeship Training Standards (ATS), Curriculum Standards (CS), Examinations, Exemption Tests, other forms of Assessment and specialized products. The position coordinates the requirements for using external printing companies to distribute products to apprentices and other stakeholders. Other responsibilities include supporting the Department with the procedures for examination complaints, examination storage and adhering to security protocols.

Responsibilities:

- Coordinates the requirements for the development, translation, editing, production, printing and distribution of Apprenticeship Training Standards (ATS) and Curriculum Standards (CS). Ensures consistency of style/format requirements of draft documents; edits standards documents for consistency with approved format using various desktop publishing and graphic design software;
- Coordinates the maintenance, reporting and printing of ATS and CS stock levels and advises staff regarding availability and ordering procedures. Ensures confidentiality and security of all materials;
- Prepares reports and recommendations regarding printing costs, issues and proposals to the Supervisor/Manager. Also prepares briefing notes and

information reports on ATS and CS issues in response to inquiries from staff and other management/departments;

- Responsible on occasion to support production requirements for other STO Departments;
- Develops and maintains various manual filing, computerized filing and database management systems on apprenticeship programs, legacy or other information systems related to computer inventory lists, ATS, CS and examinations. Prepares and updates files and archives records within records retention schedules and guidelines;
- Provides detailed program information, in response to inquiries from Skilled Trades Ontario (STO) management, external stakeholders and the public based on knowledge of program area's role, functions and activities;
- Liaise with staff at the Ministry of Labour, Training and Skills Development to activate new standards into the Ministry's EOIS-APPR's database;
- Work closely with Communications Department to ensure information is added STO's website and is reflected in an accurate and efficient manner;
- Collaborates with vendors to ensure documents are available on demand including French versions;
- Work with STO management and Ministry officials to create, implement and monitor the development of digital logbooks;
- Work closely with program development staff and management to prepare annual operation plan and budget for the Department;
- Support the translation of examinations into French as required, performing quality control as necessary;
- Review and format technical diagrams for usage in examinations;
- Support record keeping for examination room activity such as: stored examinations, examinations removed from the examination room, and examinations returned. All records regarding examination material are kept in duplicate and hard copy and contain the name and number of the examination book, who removed the book and the date the book was taken out and returned;
- Edit and amend examinations using information provided from our Interprovincial Standards and Examination Committee (ISEC) representative. Use Interprovincial Computerized Examinations Management System (ICEMS) to obtain this information along with direction from ISEC representative;
- Support the processes associated with examination infractions such as logging incidents and sending correspondence to clients regarding penalties and timelines for re-writing examinations. Support the Coordinator of Examination Support and the Program Assistant with the notification to Client Services and Ministry staff;
- Serve as a backup to the Examination Support Coordinator with tasks related to practical examinations, including sending results for retrieval on a secured site; ensuring results are retrieved and a result letter (pass/fail) is sent to the client, client service department and updated in AMANDA;
- Ensures confidential shredding of obsolete or damaged examination materials, keep a hard copy and soft copy of an inventory of material in examination room to be kept somewhere outside the room;
- Ensures confidentiality and management of electronic and paper copies of training documents and Standards related documents in general;
- Other duties as assigned;

Qualifications:

- University Degree or College Diploma in Graphic Design, Editing, Formatting or a combination education and experience developing programs for skilled trades and apprenticeship;
- Demonstrated ability to communicate effectively;
- Experience working in a fast-paced, unionized environment;
- Proficient with MS Office Suite (i.e. Word, Excel, Outlook and PowerPoint) and specialized software such as Visio, Illustrator, etc.;
- Demonstrated experience working with examination specific programming such as ICEMS, Surpass, etc.;
- Demonstrated experience creating diagrams to support the development of examination questions;
- Knowledge of examination policies and procedures for Skilled Trades Ontario and the Interprovincial Red Seal program;
- Demonstrated experience working with large databases;
- Demonstrated experience working at a regulatory body or within government;
- French language skills would be considered an asset;

Knowledge :

- The Skilled Trades Ontario (STO) and Standards and Examinations Department administration policies, procedures and practices to provide a range of program support services for the Department;
- Basic security protocols and best practices to ensure the confidentiality of the examination room materials;
- Standards and Examinations Department programs, services and related procedures;
- Financial administration procedures to cost and administer printing budgets, translations and other expenditures;
- The publication and print production process to coordinate the requirements for the development, translation, editing, printing and distribution of Apprenticeship Training Standards (ATS), Curriculum Standards (CS) and documents and reports;

Skills:

- Understanding the operations, functions, and capabilities of various specialized and standard software programs (e.g. publishing, spreadsheet, database, presentation, electronic mail) and information systems to produce documents for publication, conduct information research, maintain various program databases to support Department activities, produce reports and access information to respond to inquiries and to format and produce a variety of documents, reports, correspondence, spreadsheets and related documents (Microsoft Office, Illustrator, Visio, Adobe Acrobat X Pro, PDF Suite);
- Oral communication, customer service and interpersonal skills to respond to non-routine inquiries from management, staff, officials and stakeholders in the public and private sectors, explain program activities and policies;
- Written communication skills to compose replies to inquiries, examination complaints and to prepare reports;
- Organizational skills to coordinate the translation and printing of ATS documents, CS documents and other documents/reports;

*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 June 9, 2023**, to 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-028-23 - Coordinator, Product Development**.

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.