



**Position Title: Bilingual Program Assistant**

**Position Type: Temporary**

**Position Duration: Eighteen (18) months**

**Location: Ontario**

**Job Band: 3**

**Salary Range: \$22.89 - \$28.18**

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

**Reporting to: Supervisor, Standards**

**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 a Bilingual Program Assistant to provide program, project and administrative support to the Standards Department, including coordinating the administrative requirements for the printing and production of workplace training and curriculum standards for apprenticeship programs. In addition, supporting the Examination Coordinator with logging incoming examination and exemption test feedback forms. This position will also ensure the security of examination materials in both soft and hard copy format in the examination room.

**Responsibilities:**

- Provides administrative support 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 document publishing software
- Administers 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 in both soft and hard copy in the designated examination room
- Prepares reports and recommendations regarding, issues and proposals to the manager and prepares briefing notes and information reports on ATS and CS issues in response to inquiries from other management/departments
- Develops and maintains various manual and computerized filing and database management systems on workplace training and apprenticeship programs, legacy or other information systems related to computer inventory lists, ATS, CS, examinations and exemption tests. Prepares and updates files and archives records within records retention schedules and guidelines
- Provides detailed program information in response to inquiries from STO senior management, external stakeholders and the public based on knowledge of program area's role, functions and activities
- Supports and coordinates the translation of examinations, exemption tests, ATS, and CS and other products into French as required, performing quality control as necessary
- Supports and coordinates with third party French translation companies, including the completion of quality assurance of translated standards upon receipt from the translation companies
- Reviews and formats technical diagrams for usage in examinations
- Keeps records of examination room activity including stored examinations, examinations removed from the examination room, and returned. All records regarding examination material are maintained in hard copy and duplicated as necessary
- Editing and amending exams, 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 Examination Coordinator with logging incoming exam infractions and expediting notice of the infraction to the client regarding any resulting penalties and update the Client Service Team and MLITSD invigilation staff accordingly, as needed
- Support the Examination Coordinator with administrative duties related to practical results and practical examinations, including retrieving practical exam results, uploading results to AMANDA, and issuing an exam results letter to the client, maintaining client inventory of all practical exam results
- Ensures confidential shredding of obsolete or damaged examination materials, maintaining both soft and hard copy inventory of examination material in the examination room as needed

- Ensures confidentiality and management of electronic and paper copies of training documents and standards related documents in general
- Provides administrative support to the department, including both Program Development Specialists, and Examination Coordinator
- Provides back up support to other Program Assistants in the department in the event of absence

**Qualifications:**

- College diploma or University degree
- Relevant years of experience in a similar role
- Experience in office management practices and procedures (invoice management, expense processing and template creation)
- Intermediate computer skills including Microsoft Office Suite (e.g. Excel, PowerPoint, Teams and Word)
- French language skills are essential for the role

**Knowledge of:**

- Administration policies, procedures and practices to provide a range of program and administrative support services
- Advanced French Language oral and written skills are required
- Basic security protocols and best practices to ensure the confidentiality of the examination room and materials
- Standards Department programs, services and related procedures to provide oral and written program information to a broad range of internal and external contacts in response to inquiries and to provide program support services including data base management and report generation
- Financial administration procedures to cost and administer printing budgets and expenditures
- The publication and print production process to coordinate administrative support requirements for the development, translation, editing, printing, and distribution of Apprenticeship Training Standards (ATS) and Curriculum Standards (CS)

**Skills include:**

- 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 unit activities, produce reports and access information to respond to inquiries, format and produce a variety of documents, reports, correspondence, spreadsheets and related documents (Microsoft Office, Illustrator, Photoshop, Visio, Adobe Acrobat X Pro, PDF Suite 2012, Survey Monkey, and Quickbase)
- 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 and exemption test feedback and to prepare reports
- Organizational skills to coordinate the translation and printing of ATS and CS documents, examinations
- Advanced French language skills

\*This position is represented by OPSEU.

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

How to Apply: Please forward your resume by November 29, 2023, 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-056-23.

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

Skilled Trades Ontario 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 Skilled Trades Ontario's Accommodation Policy, accommodation will be provided at any point throughout the hiring process, provided the candidate makes their accommodation needs known to Skilled Trades Ontario. We welcome applications from all qualified persons.

Skilled Trades Ontario is an equal opportunity employer.