



Position Title: Supervisor, Client Services

Position Type: Regular

Location: Mississauga, ON

Job Grade: 5

Salary Range: \$60,642.40 – \$79,591.20/ year

Hours of work: 36.25 hours/week

Reporting to: Manager, Client Services

This posting is applicable to: Internal/External Applicants

Skilled Trades Ontario is a 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

The Supervisor, Client Services plays an integral role in the support and management of client relationships within the organization. This position assists the Manager, Client Services in overseeing the client services team, ensuring that clients receive exceptional service, addressing inquiries and concerns, and contributing to overall client satisfaction.

Responsibilities:

- Co-leads and supports the day-to-day operations in a high-volume, high-value contact centre environment, fostering a positive and open work culture to ensure optimal delivery of services to clients of Skilled Trades Ontario (STO). Contributes to the Department's strategic and business plans, quality standards, policies, processes, and priorities to ensure integration with STO's overall corporate strategy;
- Listens to and evaluates calls against defined criteria for quality, efficiency and customer service resulting in improved customer satisfaction and profitability for the STO through the department's Client Services and Registration & Assessment Teams;
- Drives delivery against specific performance targets and sets monthly/quarterly improvement plans with each Client Service Consultant (CSC); manages by providing daily coaching, on-the-job feedback, mentoring and technical assistance fostering a positive working environment and is available to CSCs;
- Manages staffing levels to balance workflow and meet demands throughout the day; monitors incoming call volumes, service level, occupancy performance and ensures even workload distribution among CSCs, queues and wait times are managed effectively, and peak times are covered;
- Helps to recruit, train, retain high quality staff in a union environment;
- Identifies, recommends and reinforces performance improvement opportunities across a range of core services including but not limited to: issuance and renewal of Certificates of Qualifications in the regulated trades of Ontario, processing of fees/dues and the maintenance of client records;
- Uses problem-solving skills to handle difficult or challenging client service needs, resolve conflicts, and make decisions;
- Support with exam support activities;
- Supports special projects for process and system improvements in the Client Service Centre;
- Communicates and reinforces STO's policies, rules and procedures;
- Works collaboratively with stakeholders, partners, and colleagues in other departments to ensure a seamless interface with clients;

Qualifications:

- Bachelor's degree or College diploma would be considered an asset;
- Supervisory experience in a unionized environment would be considered an asset;
- Demonstrated competency in team leadership, problem solving and communication;
- Demonstrated track record of achieving outcomes;
- MS Office, specifically Word and Excel, call centre applications and technologies;
- Availability to work a shift between 7am to 7:15pm and some weekend;

Knowledge of:

- Client service best practices, theory, principles, methodologies, and emerging trends and developments in the field;
- Knowledge of Apprenticeship systems in Ontario and applicable legislation;
- Program and product delivery methodologies and techniques to manage the development and implementation of STO customer service programs, products, policies, practices, systems and tools;

Skills include:

- Leadership best practices in a call centre environment in order to coach and motivate staff to high performance and provide superior client services;
- Written and oral communication skills to effectively lead the CSCs and collaborate with other STO departments;

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

How to Apply: Please forward your resume by 5pm EST on **July 21, 2025**, 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-017-25 – Supervisor, Client Services**. 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.