



Position Title: Client Service Consultant

Position Type: Regular/Fixed-Term Opportunities

Location: Mississauga, ON

Job Band: 2

Salary Range: \$21.53 – \$26.51/hour

Hours of Work: 36.25 hour/week

Reporting to: Supervisor, 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 and other training programs for trades**, including training standards, curriculum standards, and certifying examinations.
- **Conducting research and evaluating** whether a trade should be prescribed under the Act and making recommendations to the Minister.
- **Issuing certificates** under the Act.
- **Maintaining a Public Register** of apprentices and holders of Certificates of Qualification and Provisional Certificates of Qualification in compulsory trades.
- **Promoting trades and apprenticeship**, as well as inclusivity and diversity within the skilled trades system.
- **Conducting research and collecting data** to support continuous improvement in the skilled trades system .
- **Collaborating with other Canadian governments** on the Interprovincial Standards Red Seal Program, trade standards, and mobility agreements.
- **Carrying out any other objects** as may be prescribed.

At Skilled Trades Ontario, we are committed to attracting, developing, and retaining exceptional talent. As a growing organization, we recognize the importance of building strong connections with professionals who share our values and ambition. We are excited to develop a talent pipeline for the position of Client Services Consultant. This important position with the organization serves as an initial point of contact and is required to process information in response to inquiries and requests about STO. This pipeline is being established to fill immediate and future temporary and permanent opportunities.

About this role:

Client Service Consultant reports to the Supervisor, Client Services within our Client Services department. This incumbent will use their client service skills and knowledge of Skilled Trades Ontario (“STO”) to meet client needs and expectations through the use of a telephone-based Client Service Centre. This role is the “face” of STO providing and processing information in response to inquiries, concerns and requests about STO.

Responsibilities:

- Assists clients in a high-volume, high-pressure contact center environment, ensuring optimal delivery of products, services, and information to members and clients of STO;
- Provide information and respond to client inquiries either by answering in-bound calls, e-mails or in-person (front counter) and making outbound calls;
- Listens to clients to obtain all the necessary information, analyzes their needs, and responds promptly and appropriately;
- Meets specific performance targets through use of superior client service skills;
- Responds to queries and complaints in a professional, courteous manner and providing referrals to appropriately address requests for further information;
- Prepares, maintains and analyzes records in computer system as well as complete the call report and logs, and researching issues in a timely fashion;
- Uses problem-solving skills to handle difficult or challenging client service needs, resolve conflicts, and make decisions;
- Participate in special projects for process and system improvements in the Client Service Centre;

- Works collaboratively with stakeholders, partners and colleagues in other departments to ensure a seamless interface with members and clients;
- Provides coverage on reception when required;
- Other duties as assigned;

Qualifications:

- Relevant years of experience working in a call centre environment;
- Basic computer knowledge (Windows-based systems and internet navigation);
- Ability to be flexible and adaptable in order to handle client contacts across a number of channels including telephone, email and in-person;
- Knowledge of client services best practices, theories and principles;
- Knowledge of the programs, services and organizational structure of STO;
- French Language skills are an asset;

Skills Include:

- Superior multitasking abilities;
- Oral communication skills and techniques to effectively serve clients;
- Flexibility to work between 7 a.m. and 7 p.m. and potentially evenings and weekends, based on future need;

*This position is represented by OPSEU.

*** Submit your profile to join our talent network. Our Talent Acquisition team will review your background and contact you when a role aligns with your expertise.**

Please note, this posting is for future opportunities with STO.

How to Apply: Please forward your resume 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-032-25 – Client Service Consultant**.

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

The 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.