



Position Title: Director, Regional Operations

Position Type: Regular/Full-Time

Location: Mississauga, ON

Job Grade: 8

Salary Range: \$123,534.84 - \$167,781.43/year

Hours of work: 36.25 hours/week

Reporting to: Chief Operating Officer/Deputy Registrar

This posting is applicable to: Internal/External Applicants

Skilled Trades Ontario (STO) is a Crown agency responsible for skilled trades certification in Ontario, which includes:

- **Establishing apprenticeship programs**, including training standards, curriculum standards and certification exams.
- **Administering apprenticeship programs**, including approving apprentices and sponsors, registering training agreements and assessing applications for apprenticeship program completion.
- **Issuing certificates of apprenticeship** to completed Ontario apprentices.
- **Assessing experience and qualifications** of individuals who have not completed an apprenticeship program in Ontario.
- **Administering exams**, including certifying exams, in all trades subject to certifying exams.
- **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.
- **Researching** apprenticeships and the trades.

The Director, Regional Operations is a senior leadership role responsible for providing strategic direction, operational oversight, and performance accountability for Skilled Trades Ontario's regional service delivery. This includes direct leadership of four Regional Managers and the Exam Coordination Unit. The Director ensures consistent, high-quality client service, stakeholder engagement, and exam administration across the province, while upholding Skilled Trades Ontario's mandate to support apprentices, employers, and training delivery agents.

Responsibilities:**Strategic Leadership & Oversight**

- Lead and mentor Regional Managers and the Exam Coordination Unit to ensure cohesive, high-performing service delivery across all regions.
- Implement strategic plans that enhance operational efficiency, client satisfaction, and stakeholder engagement.
- Monitor performance metrics and ensure alignment with organizational goals, provincial priorities, and Skilled Trades Ontario's values.
- Foster a culture of accountability, innovation, and continuous improvement across all regional operations.

Client Service Excellence

- Oversee the delivery of front-line support to employers and apprentices, ensuring timely resolution of stakeholder issues and system navigation challenges.
- Champion a client-first culture across all regional offices, tailored to the needs of small, medium, and large employers.
- Establish and oversee a dedicated employer support unit to provide tailored guidance, proactive outreach, and streamlined services that address the unique needs of Ontario's diverse employer community.
- Ensure consistent application of policies, procedures, and service standards across all client service touchpoints.

Promotions & Outreach

- Participate in outreach initiatives targeting schools, multicultural associations, employers, job fairs, and community events.
- Collaborate with Communications team to develop promotional materials and engagement strategies.
- Represent Skilled Trades Ontario at key events and forums to promote skilled trades pathways and apprenticeship opportunities.

Exam Coordination & Accessibility

- Oversee the delivery of certification exams at Skilled Trades Ontario offices and onsite at training delivery agent locations.
- Ensure exam environments meet accessibility standards and provide accommodation for candidates with learning differences.
- Maintain exam integrity, security, and consistency across all sites, in compliance with regulatory and privacy standards.

Governance & Compliance

- Ensure regional operations and exam delivery adhere to Skilled Trades Ontario's governance framework, risk management protocols, and regulatory obligations.
- Identify and mitigate operational risks, ensuring business continuity and service reliability.
- Provide regular reporting and analysis to senior leadership on regional performance, client feedback, and emerging trends.

Qualifications:

- Minimum 10 years of progressive leadership experience in operations, client service, or public sector administration.
- Proven experience managing geographically dispersed teams and complex service delivery models.
- Strong understanding of Ontario's apprenticeship and skilled trades system.

Skills Include:

- Exceptional communication, stakeholder engagement, and strategic planning skills.
- Advanced analytical skills to assess program effectiveness, operational metrics and inform strategic decision-making.
- Demonstrated commitment to equity, diversity, and inclusion.

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

How to Apply: Please forward your resume by **October 17, 2025 at 5:00pm EDT** 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: **Director, Regional Operations – STO-036-25**. 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.