



**Position Title:** Team Lead, Client Services

**Position Type:** Regular/Full-Time and Fixed-Term (*six-months*)

**Location:** Mississauga, ON

**Job Band:** 5

**Salary Range:** \$29.63 to \$37.58/hour

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

**Reporting to:** Supervisor, Client Services

**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.

This position is responsible for ensuring that client satisfaction goals are met and exceeded through effective people management, call monitoring, staffing and scheduling, problem resolution, and training, all executed through a team of Client Service Consultants (CSC's).

**Responsibilities:**

- Leads day-to-day operations in a high-volume, high-pressure contact center environment, fostering a positive and open work culture to ensure optimal delivery of products and services to members and 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 STOs overall strategy
- Listens to and evaluates calls against defined criteria for quality, efficiency and customer service resulting in improved customer satisfaction and profitability for STO through the department's Client Services and Memberships/Records Teams.
- Drives delivery against specific performance targets and sets monthly/quarterly improvement plans with each CSC; manages by walking around, provides daily coaching, on-the-job feedback, mentoring and technical assistance fostering a positive working environment and is available to CSC's.
- Manages workflow throughout the day; monitors incoming call volumes, service level and occupancy performance, queues and wait times are managed effectively, and peak times are covered.
- Identifies, recommends and reinforces performance improvement opportunities across a range of core certification 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 member records.
- Uses problem-solving skills to handle difficult or challenging client service needs, resolve conflicts, and make decisions.
- 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 members and clients.
- Promotes the value proposition of STO clients to attract and retain client levels.
- Resolves payment and administrative process errors and coordinate testing as well as the implementation of system changes including user acceptance testing, school preferencing updates and refund processing.
- Resolves client services escalations and drives first-call resolution for complex client issues including: Trade Equivalency Assessment cases, apprenticeship and sponsor related inquiries.
- Reviews and reconcile overall financial reconciliation reports (e.g. credit card payments, on-line processing transactions, cheque payments) associated with the issuing and/or renewal of Certificates of Qualifications.

**Qualifications:**

- Relevant years of experience as a Team Lead in a call center or customer service environment.
- Strong attention to detail and time management skills.

- Experience in handling escalated calls and challenging client interactions.
- Superior computer knowledge (Windows-based systems and internet navigation).
- A university degree or college diploma is considered an asset.
- French language proficiency is an asset.

**Skills Include:**

- Written and oral communication skills to effectively lead the CSC's and collaborate with other College departments.
- Experience supporting team members with process changes and rollouts.
- Proficient in CRM, ticketing systems call monitoring and quality assurance tools.
- Excellent verbal and written communication skills.
- Skilled in balancing service quality with productivity metrics.
- Skilled in creating or updating training materials.
- Conflict Resolution and mediation skills.
- Flexibility to work between 7 a.m. and 7 p.m. and potentially evenings and weekends, based on business need.

\*This job is represented by OPSEU

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

How to Apply: Please forward your resume by **5:00pm EST on December 18, 2025** 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: **Team Lead, Client Services – STO-051-25**. 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.