

JOB OPPORTUNITY

Position Title: Supervisor, Registration & Assessments

Position Type: Regular/Full-Time

Location: Mississauga, ON

Job Grade: 6

Hiring Range: **\$73,372 - \$106,304** *this range represents the hiring range but does not reflect the full range of the salary band.

Hours of work: 36.25 hours/week

Reporting to: Manager, Registration & Assessments

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.

Skilled Trades Ontario (STO) is currently seeking a Supervisor, Registration & Assessments to join our Registration & Assessments/Member Records & Data department to coordinate the effective workflow of all Member Applications received at Skilled Trades Ontario (STO) by assigning and supervising the team and creating a positive and professional environment in the department.

Responsibilities:

- Ensures a supportive application environment and a fair, authentic, valid, and sufficient process from application receipt to certification.
- Develops, modifies, and implements process tools in line with applicant requirements and legislative requirements.
- Conducts interviews with applicants, certifying authorities and employers in the form of a competency conversation to determine the trade qualifier applicant's skills, knowledge, and level of experience when applications are escalated.
- Develops and implements tools and processes to assist Trade Equivalency Analysts in assessing the trade qualifier applicant's performance that may include a series of practical tasks within the practical assessment session where required.
- Reviews and evaluates all the evidence of the trade qualifier applicant's competence collected throughout the assessment process.
- Coordinates and supports processing and TEA analysts to determine whether trade qualifier applicants have successfully met the requirements of the relevant occupational performance standards, ensuring results to decisions are being recorded and submitted efficiently and accurately on STO's Trade Management System (TMS)
- Works with processing and assessment staff to ensure trade qualifier applicants who are denied through the TEA process are provided with advice about further required training and alternative pathways towards trade certification in Ontario.
- Monitors and supports all processing and analysts to ensure accurate records and documentation are being maintained using standardized tools and tracking.
- Ensures staff maintain detailed records of applicant's progress throughout each stage of the certification process.
- Contributes to the completion of certification reports, including periodic reviews and evaluations of STO's certification process.
- Ensures all activities are conducted in a manner that prevents and avoids risk to the occupational health and safety of any person(s) and that complies with relevant policies and procedures.
- Adopts a continuous quality improvement approach to the Trade Equivalency application process and procedures by making regular improvement recommendations to the department manager.
- Participates in regular team moderation activities.

- Ensures all Trade equivalency applicants are treated fairly, with courtesy and respect as well as maintains strict confidentiality of application and supplemental information.
- Coordinates the workflow of Trade Equivalency Applications by logging, assigning, and reviewing applications completed by the team.
- Assists, advises, and supports team on difficult and contentious applications.
- Participates in the development, implementation, and review of the application process.
- Creates and delivers presentations on STO's certification process to Trade Boards and other stakeholder groups.
- Participates by providing consultation in the development of tests or examinations, both written and practical, where applicable, with Program Standards
- Authorizes all team staff time sheets, including requests for time off (vacations, sick days), overtime hours and other time reporting items.
- Conducts coaching conversations and provides regular feedback to staff towards performance reviews.

Qualifications:

- Bachelor's degree or College diploma in advanced business process management, education or related field would be considered an asset.
- Supervisory experience in a unionized environment would be considered an asset.
- Experience in implementing best practices for assessment validation.
- Experience in certification administration and results management
- Intermediate-level proficiency in the use of MS Office applications
- Demonstrated competency in team leadership and project management.
- Demonstrated track record of achieving outcomes.
- Experience in conducting competency-based assessments.
- Experience assessing applications for equivalency to an Ontario apprenticeship is preferred.

Knowledge of:

- Current apprenticeship and certification processes in the province of Ontario as well as familiarity with the Interprovincial Red Seal Program
- Computer and software applications (word processing, spreadsheets, graphics, data base management) to prepare reports, training materials, presentations and related policies and procedures.

- The 156 trades in Ontario to effectively support and guide the interpretation of training standards and skills and experience evidence towards assessment.
- Employment legislation to effectively supervise and manage human resource issues.

Skills include:

- Organizational and time management skills
- Ability to conduct gap analyses to determine areas of weaknesses in an applicant's portfolio.
- Ability to counsel and advise trade qualifier applicants.
- Strong interpersonal and communication skills
- Ability to practice sound judgment on a daily basis.
- Remaining current in all trade mobility legislation inter-jurisdictional agreements and regulations
- Ability to interpret the Training Standards for equivalency assessment purposes.
- Ability to translate complex technical and industry language for all trades.
- Strong management and counselling skills
- Ability to coordinate and manage the workflow of applications.
- Strong project management experience and training with the ability to delegate tasks and competing priorities.
- Ability to maintain confidentiality, and implement, manage, and follow security protocols.
- Ability to understand and oversee IT-related projects in a networked environment and effectively manage and maintain data records across multiple systems.

What STO Offers:

- Work-life balance.
- Comprehensive health and dental benefits
- RRSP matching (up to 6%)
- Employee Assistance Program (EAP) through TELUS Health with employee perks

How to Apply: Please forward your resume by **5:00PM EST on February 6, 2026**, 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-002-26 –Supervisor, Registration & Assessments**.

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

Our Recruitment Process Includes:

- Step 1: Resume Screening
- Step 2: Phone Screening
- Step 3: Panel Interview(s)/Assignment
- Step 4: Selection
- Step 5: Offer of Employment

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 people.

Skilled Trades Ontario is an equal opportunity employer.