

## JOB OPPORTUNITY

**Position Title:** Group Account Coordinator

**Position Type:** Regular/Full-Time and Fixed term – *OPSEU represented*

**Location:** Mississauga, ON

**Job Band:** 4

**Hiring Range:** \$27.68 - \$33.07 / hour

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

**Reporting to:** Supervisor, Registration & Assessment

**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 Group Account Coordinator. This position will work closely with stakeholders and Group Sponsors who are involved in Registration Completions of apprentice and or employment of Journeypersons (Group Accounts). This position will be a primary contact for our Group Accounts and assist with all aspects of STO, renewals and general guidance regarding STO policy, procedures, and legislation. This position ensures all information is handled confidentially, entered accurately into our database, and filed appropriately. Performs other tasks associated with the input and output of data into the systems that support our regulatory process, this will include some basic department administrative duties like filing, photocopying, printing, and sorting, and tracking distribution of materials amongst team members. Depending on current business

needs this position at times could be focused specifically on administrative duties or on database entry.

### **Responsibilities:**

- Establishes and maintains a high level of Client and Employer/Sponsor satisfaction for group accounts. This includes building relationships with stakeholders through education, registration, completion, changing sponsor and retention.
- Will visit stakeholders in person and virtually, on an as needed basis, in addition to supporting and representing STO and trades events, mass registrations and completion information sessions.
- Communicates to and works with the Assessments and Registration Supervisor to resolve unique and complex client/stakeholder issues.
- Reviews, validates and processes applications with assistance from Processing Consultants.
- Validates by checking or proving the validity or accuracy of any/all material submitted in support of an application including but not limited to, personal identification, academic transcripts, or trade certificates issued by another body or organization (i.e. Interprovincial, international, DND, etc.).
- Creates and maintains records for Skilled Trades Ontario ("STO") Group Account Sponsors, including tracking of missing records apprenticeship Registration, completions and RTA registrations across large group registrations.
- Creates and maintains internal accounts for large financial transactions of Group Accounts including distribution of group payments across individual clients and reconciling with single payment from stakeholders.
- Monitors and replies to Group Account inbox for group services and verification inbox and secure portal meeting departmental service level.
- Supports the policies and procedures set out by STO, and ensures information is handled in accordance to legislation and STO privacy policy.
- Handles all files and data in accordance with both STO and applicable Government guidelines and regulations.
- Enters accurate and reliable data into the appropriate database; including Amanda, QuickBase, APPR and uses Ministry spreadsheets in accordance with STO's standards, guidelines and policies.
- Reviews and validates data reports for accuracy and completeness.
- Creates, reviews and validates daily financial reconciliation reports ensure accuracy and completeness.
- Liaises with Ministry of Labour, Immigration, Training, and Skills Development counterparts for information validation, including but not limited to Out of Province

requests for information not under the control of STO, Voluntary and Compulsory Trade information validation for Group Account registrations.

- Acts as an alternative point of contact for Client Service Consultants to assist in the resolution of unique Group Sponsor issues.
- Understands the functionality of the various datasets used within STO.
- Performs advanced searches of the database and common folders, including advanced case investigation.
- Gathers information and retrieves archived documents from various databases, common folders and offsite storage as required.
- Accesses, updates and uploads files and forms via electronic transport such as FTP as required.
- General administrative duties including but not limited to: filing, photocopying, scanning, printing, sorting hard and soft copies of paperwork, distribution of various materials, handling and tracking of inbound and outbound regular, returned and registered mail, and stuffing envelopes.
- Provides other support as directed by the Supervisor, Registration & Assessments.

#### **Qualifications:**

- Two (2) to three (3) years of experience in a similar role.
- University degree or College diploma would be considered an asset.

#### **Knowledge of:**

- *Building Opportunities in the Skilled Trades Act, 2021 (BOSTA, 2021)*, related regulation and bylaws, specifically as they pertain to registration, privacy and membership requirements.
- Administrative policies and procedures and the ability to coordinate them.
- Administrative practices to provide a variety of administrative services.
- Professional discretion in decision making and problem solving, knowing when to seek out managerial or peer assistance.
- Filing and records management processes and best practices to develop and maintain various manual and computerized filing systems.
- The operations and capabilities of various standard office software programs including word processing.

**Skills include:**

- Basic to intermediate arithmetic to process advanced membership fees for Group Account groups, etc.
- Oral and written communication skills to facilitate communication and information flow for the team, stakeholders including presentations and reporting for Group Account clients.
- Written communication skills to prepare unit level administrative processes, prepare related documents and materials.
- Teamwork skills to work in a team environment.
- Organizational skills to coordinate a range of office administrative matters for the unit.
- Ability to work under pressure when facing deadlines.
- Tact to handle coordinating confidential information.

**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 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: **STO-014-26 – Group Account Coordinator**

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 persons.*

*Skilled Trades Ontario is an equal opportunity employer.*