

JOB OPPORTUNITY

Position Title: Supervisor, Examination Support

Position Type: Regular/Full-Time

Location: Mississauga, ON

Job Grade: 6

Salary Range: \$73,372 to \$106,304/year

Hours of work: 36.25 hours/week

Reporting to: Manager, Exam Administration

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 Supervisor, Examination support will be managing and providing strategic leadership in the planning, development, implementation, and continuous improvement of the Skilled Trades Ontario (STO) examination support unit. This includes overseeing the end-to-end exam accommodation process, the development of a comprehensive examination support strategy, recruitment and retention initiatives, communications, record management and development of performance metrics aligned with STOs strategic objectives.

Responsibilities:

- Provide strategic leadership and oversight for all aspects of the exam support unit, ensuring alignment with Skilled Trades Ontario's mandate, standards and regulatory requirements.
- Lead a team of Exam Support Advisors, providing coaching on process, and policies.
- Develop, implement and maintain standard operating procedures (SOPs) and work instructions across all activity clusters to ensure consistency, quality and efficiency.
- Ensure compliance with provincial legislation and regulatory requirements related to exam administration and accommodation management.
- Lead customer service and stakeholder inquiries, reinforcing STO policies and procedures in a high-volume, high-stakes environment.
- Review and track examination results (individual and aggregate) and generate reports for Certificate of Qualification (CofQ) examinations, Practical Tests, Exemption Tests and other forms of Assessment.
- Drive continuous improvement initiatives in the exam accommodation processes, including quality assurance and performance monitoring.
- Collaborate with external stakeholders such as training providers, industry associations, and government agencies to enhance exam accommodation practices and standards.
- Develop and monitor key performance indicators (KPIs) to evaluate the effectiveness of the exam support unit.
- Provide strategic advice and briefings to the Manager, Exam Administration on trends, challenges, and opportunities.
- Support the administration of all examination types, including logistics and coordination for complex requests.
- Lead cross-functional projects and change management initiatives to support organizational transformation and service excellence.
- Manage the unit's human resources, including recruitment, performance management, coaching, and professional development.
- Liaise with the Exam Administration team to support exam invigilation, scheduling and accommodation exam delivery in Ontario.
- Support the development of exam policies, procedures and strategies.

Qualifications:

- University degree, college diploma or an equivalent combination of education and relevant experience providing career support and guidance for skilled trades and apprenticeship.
- Demonstrated experience developing SOPs and process documentation
- Experience managing communications and leading change management initiatives.
- Proven experience providing excellent customer service to apprentices, tradespeople, employer and or sponsors and training providers in high-volume environments.
- Experience managing budgets, staffing, contracts, and vendor relationships
- Knowledge of examination security requirements, data integrity practices, and quality assurance processes.
- Experience working at a regulatory body or within a government setting is an asset.
- Experience working in a unionized environment is an asset
- Solid understanding of STO's various evaluation techniques and how evaluations support STO's mandate.

Knowledge of:

- Policies and procedures in the administration of accommodations or examinations
- Current apprenticeship and certification processes in the province of Ontario, as well as familiarity with the Interprovincial Red Seal Program.
- Training Standards in Ontario (Red Seal and Provincial) to determine gaps in examination results and establish action plans.
- Adult education principles and assessment methodologies to support the development and fair administration of exams.
- Language, literacy and numeracy issues in the context of workplace assessment.
- Records and data management systems and or processes to oversee the collection, analysis and reporting of individual and aggregate examination results and to ensure accuracy, confidentiality and compliance.
- Regulatory and government frameworks relevant to skilled trades and apprenticeship exam administration.

Skills Include:

- Leadership and management skills to guide a team responsible for exam support.
- Consultation, stakeholder engagement, and issue resolution skills to liaise effectively with apprentices, tradespeople, employer/sponsors, training delivery agents, colleges and vendors.

- Change management and communication skills to design and deliver strategies for internal and external stakeholders.
- Customer service and problem-solving skills to manage high-stakes inquiries and ensure compliance with policies and procedures.
- Excellent oral and written communication skills to develop policies, procedures, reports, and correspondence.
- Analytical and data interpretation skills to evaluate exam results, monitor performance metrics and drive continuous improvement.
- Organizational and project management skills to coordinate multiple priorities, schedules and logistics.
- Excellent counselling skills to provide advice to clients.
- Strong interpersonal and verbal communication skills.
- Proficiency with computer programs including the Microsoft Office suite of products (Word, PowerPoint, Excel), examination specific software (ICEMS, etc.).
- Experience working with databases would be considered an asset.
- French language skills would be considered an asset.

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 submit your application on ADP by **April 7, 2026** via the following link:

https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=ca763c0a-275d-409e-95c5-2b5d98d0de89&cclid=19000101_000001&jobId=608814&lang=en_CA&source=CC2

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

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.

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.