

JOB OPPORTUNITY

Position Title: Documents & Records Officer

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

Location: Mississauga, ON

Job Band: 6

Hiring Range: \$30.75 to \$38.99/hour.

Hours of work: 36.25 hours/week

Reporting to: Supervisor, 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.

To establish and maintain effective and appropriate management of Skilled Trades Ontario's (STO) records. This position involves advising on print production issues, developing and maintaining a relationship with our print production vendor, and providing expertise on managing, and analyzing data and report results.

Responsibilities:

- Coordinates the establishment and maintenance of electronic files and information handling for members of STO, ensuring accuracy and completeness of member records

- Develop and maintain production document templates for member services and interdepartmental needs as they arise
- Establish policies and procedures designed to facilitate the effective, efficient, and timely handling of information requests from STO's management and staff regarding print production needs
- Ensures privacy policies and confidentiality related to records and information are followed throughout all processes
- Coordinates the tracking and quality control of documents/records within the print production process
- Investigate any issues that arise and work with the print partner to resolve problems in an efficient and timely manner
- Analyzes reports of data duplicates or other errors to provide ongoing data reports; monitors for timely and accurate completion of select data elements; identifies, analyzes, and interprets trends or patterns in complex data sets
- Interprets data and in collaboration with others, develops recommendations based on findings; develops graphs, reports, and presentations for project results; generates routine and ad hoc report
- Participates in projects related to the development and implementation of department/unit administrative processes and systems

Specialized Skills and Knowledge:

Qualifications

- Relevant years of experience in a related field
- An understanding of Graphic Design production principles
- Strong Adobe, Excel and data manipulation experience

Knowledge of:

- Administrative practices to provide member records administrative services
- Print graphics and graphic production design elements
- The operations and capabilities of various standard office software programs including Word, Excel, ADOBE Acrobat, records management and reporting software (e.g. of in-house software: AMANDA, QuickBase)
- Filing processes, records management procedures, best practices for maintaining, storing, accessing, retrieving and archiving manual and computerized member records

- Knowledge of PIPEDA and Department guidelines and practices related to the storage and release of confidential information to ensure that only authorized users have access to member files and that records/ information requested by members can be released
- Data sorting and filtering techniques and procedures
- Basic arithmetic and statistics to evaluate and validate reports

Skills include:

- Verbal communication skills to respond to internal and external inquiries
- Organizational skills to maintain filing systems in good order and ensure efficient retrieval of records; to receive, log, process and distribute incoming documents requiring filing, and process outgoing mail

Decision Making, Judgment and Problem Solving:

- Exercises judgment in the adherence of data and information management policies and procedures within the department
- Responds to the more complex incoming inquiries, determining their nature and the most appropriate response
- Conducts regular audits on the print production workflow and investigates/resolves problems related to incomplete/or missing records and documents

Accountability for Results and Impact of Decisions:

- Ensures consistency in the effective maintenance of centralized hard copy, electronic and/or historical print production files
- Ensures that policies and procedures are being adhered to and that files/records for production are handled in a secure manner as per department policy
- Coordinates the development and implementation of administrative processes and systems within the department/unit
- Errors may not be readily detected by the Manager/Supervisor and staff, and while correctable, would cause issues of credibility of unit and/or STO operations internally and with members and clients

Communications and Relationship Building

Internal

- Develops and maintains daily contact and working relationships with department and STO staff to exchange information about member correspondence and print production as requested
- Maintains daily contact with department and STO management and staff to respond to inquiries regarding the unit and its activities and services
- Participates on committees and working groups as required

External

- Maintains contact with external stakeholders (members, clients, public) to respond to inquiries regarding the member records, correspondence and related department/unit activities and services

Leadership and Support to Peers and Co-workers

- Provides support to department co-workers in the provision of print production and administrative services
- Assist with any project work as required

Effort (Sensory and Physical Demands)

- Minimal demands are typical of an administrative position in an office environment

Working Conditions

- Minimal exposure to unavoidable hazardous or disagreeable environmental conditions associated with an administrative position within an office environment

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 resume on ADP by May 12, 2026, via the following link:https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=c_a763c0a-275d-409e-95c5-2b5d98d0de89&cclid=19000101_000001&lang=en_CA&jobId=9202103010340_1&source=EN

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.