

## JOB OPPORTUNITY

**Position Title:** Manager, Registration and Assessments

**Position Type:** Regular/Full-Time

**Location:** Mississauga, ON

**Job Grade:** 7

**Salary Range:** \$102,102.52 – \$138,660.70/year

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

**Reporting to:** Director, Registration 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.

The Manager, Registration and Assessment will be managing and providing strategic leadership in the planning, development, implementation, and continuous improvement of Skilled Trades Ontario's (STO) registration and assessment services. This includes overseeing trade equivalency evaluations, member recruitment and retention initiatives, member communications, records management, and the development of performance metrics aligned with STO's strategic objectives.

**Responsibilities:**

- Lead the development and execution of membership recruitment and retention campaigns aligned with STO's strategic goals.
- Oversee the trade equivalency process, including evaluation of academic and professional credentials, assessment of learning outcomes, and analysis of foreign education systems.
- Ensure compliance with provincial legislation and regulatory requirements related to registration and credentialing.
- Drive continuous improvement initiatives in registration and assessment processes, including quality assurance and performance monitoring.
- Collaborate with external stakeholders such as training providers, industry associations, and government agencies to enhance registration and assessment standards.
- Champion equity, diversity, and inclusion in all registration and assessment practices, ensuring fair access for all applicants.
- Lead the development and implementation of digital solutions to streamline registration, credential evaluation, and data management.
- Manage the issuance and renewal of Certificates of Qualification and Apprenticeships and oversee the maintenance of accurate and secure member records.
- Develop and monitor key performance indicators (KPIs) to evaluate the effectiveness of registration and assessment services.
- Provide strategic advice and briefings to the Director and senior leadership on registration and assessment trends, challenges, and opportunities.
- 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.
- Administer the unit's budget and ensure efficient allocation of resources.
- Flexibility to support business needs and work 7.25 hour shifts between 7:00 am-7:00pm as required.

**Qualifications:**

- Bachelor's degree or college diploma in business administration, public policy, education, or a related field (Master's degree preferred).
- Significant experience in a management role, preferably within a regulatory or public sector environment.
- Demonstrated experience in registration, credentialing, or assessment services.
- Experience in a unionized environment is an asset.

- Experience or training in process improvement methodologies (e.g., Lean, Six Sigma) is considered an asset.

#### **Knowledge of:**

- Member service principles, structures, and systems.
- Ontario's apprenticeship and certification processes and the Interprovincial Red Seal Program.
- Policy development, program evaluation, and strategic planning methodologies.
- Records and data management systems, privacy legislation, and audit practices.
- Equity, diversity, and inclusion principles in regulatory and credentialing contexts.

#### **Skills Include:**

- Strategic leadership and change management.
- Stakeholder engagement and partnership development.
- Data analysis, performance measurement, and reporting.
- Strong written and verbal communication.

#### **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 by **April 30, 2026** to **ADP** via the following link:

[https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=ca763c0a-275d-409e-95c5-2b5d98d0de89&cclid=19000101\\_000001&jobId=610033&lang=en\\_CA&source=CC2](https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=ca763c0a-275d-409e-95c5-2b5d98d0de89&cclid=19000101_000001&jobId=610033&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.*