

## JOB OPPORTUNITY

**Position Title:** Training and Quality Specialist

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

**Location:** Mississauga, ON

**Job Band:** 7

**Salary Range:** \$33.83 to \$41.64/hour

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

**Reports 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 Training and Quality Specialist is responsible for developing and delivering training programs and conducting quality monitoring to support the performance of Contact Centre, Processing, and other frontline operational teams. The role ensures staff are equipped with the knowledge and skills needed to deliver accurate, consistent, and high-quality service.

The incumbent designs training materials, facilitates onboarding and ongoing learning, evaluates staff and process adherence through quality reviews, and identifies opportunities for improvement. Working closely with operational supervisors, team leaders, and subject matter experts, the Training & Quality Specialist ensures that training content, quality standards, and frontline practices remain aligned with organizational requirements.

This role plays a key part in supporting staff readiness, service consistency, and continuous improvement across frontline operations.

## **Responsibilities:**

### Training Design & Development

- Designs, develops, and maintains high quality training programs, modules, and supporting materials for Contact Centre, Processing, and other frontline units as needed.
- Creates instructional content including facilitator guides, participant materials, SOP aligned documentation, eLearning modules, job aids, and assessments.
- Translates operational processes, procedures, policies, and system requirements into clear, accessible learning materials.
- Ensures all training resources are accurate, current, and aligned with organizational standards, regulatory requirements, and operational practices.
- Collaborates with subject matter experts, operational supervisors, and team leads to validate content accuracy and ensure training reflects real-time operational needs.

### Training Delivery & Facilitation

- Leads the delivery of instructor led and virtual training for onboarding, upskilling, procedural updates, and refresher programs.
- Facilitates engaging, interactive sessions tailored to diverse learning styles and adjusts delivery based on participant needs and feedback.
- Provides post training coaching, knowledge reinforcement, and support to staff transitioning into operational workflows.
- Works closely with supervisors and team leads to ensure training outcomes are reinforced in daily operations and to identify staff requiring additional support.
- Coordinates training logistics including scheduling, materials preparation, participant communication, and maintenance of training environments.
- Design and administer feedback surveys to measure training impact and align service delivery methodologies with evolving industry needs

### Quality Monitoring, Evaluation & Continuous Improvement

- Conducts quality monitoring activities including call and process evaluations, case audits, accuracy checks, and service quality reviews.
- Administers and maintains quality scoring tools, documentation templates, and calibration processes to ensure consistent evaluation standards.
- Analyzes quality and performance data to identify trends, gaps, and opportunities for improvement.

- Provides constructive, actionable feedback to staff, and partners with supervisors/team leads to ensure quality findings are supported through coaching, mentoring, and workflow reinforcement.
- Recommends updates to training materials, SOPs, or processes based on quality results, error patterns, and emerging service needs.
- Collaborates with operational supervisors and team leads to align training and quality efforts and to ensure consistent application of standards across teams.
- Supports continuous improvement initiatives by documenting findings, identifying systemic issues, and proposing solutions that enhance service accuracy, staff performance, and customer experience.

**Qualifications:**

- College diploma or bachelor's degree in Training & Development, Education, or a related field.
- Minimum of three (3) years' experience in training development and delivery, preferably in a Contact Centre, Processing, or other high volume operational environment.
- Experience conducting quality monitoring activities such as call reviews, case audits, or service quality assessments.
- Demonstrated ability to design and maintain training materials, job aids, and learning resources using adult learning principles.
- Demonstrated experience with process mapping tools: Visio, Lucidchar

**Knowledge of:**

- Instructional design principles, and training development methodologies used to create effective and engaging learning solutions.
- Contact Centre, Processing, and frontline operational workflows, procedures, systems, and service standards, or the ability to develop this knowledge quickly.
- Quality assurance frameworks and performance evaluation techniques, including call monitoring, case audits, accuracy reviews, and service quality assessments.
- Methods for analyzing operational data, evaluating training effectiveness, and identifying performance trends or skill gaps.
- Best practices for maintaining training documentation, quality monitoring records, and version-controlled learning materials.
- Learning and facilitation technologies, including virtual training platforms, eLearning creation tools, and standard productivity applications (e.g., Microsoft Office).

**Skills Include:**

- Strong facilitation and presentation skills with the ability to engage diverse learners in both virtual and in person environments.
- Excellent written communication skills to create effective training materials, job aids, quality tools, and process documentation.
- Analytical and critical thinking skills to interpret quality results, identify trends, and provide meaningful recommendations to improve performance.
- Ability to provide clear, constructive, and actionable feedback to staff and to support coaching efforts led by supervisors and team leads.
- Organizational and time management skills to coordinate training schedules, manage multiple priorities, and meet delivery timelines.
- Experience supporting change management initiatives for digital first client support.
- Proficiency with MS Office, learning platforms, and quality monitoring tools.

**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 to ADP by **May 8, 2026** via the following link:

[https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=ca763c0a-275d-409e-95c5-2b5d98d0de89&cclId=19000101\\_000001&lang=en\\_CA&jobId=9202103008044\\_1&source=EN](https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=ca763c0a-275d-409e-95c5-2b5d98d0de89&cclId=19000101_000001&lang=en_CA&jobId=9202103008044_1&source=EN)

**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.*