

## JOB OPPORTUNITY

**Position Title:** Senior Processing Consultant

**Position Type:** Regular, Full-Time and Part-Time – *OPSEU represented*

**Full-Time Locations:** Toronto (Durham), Ottawa, Peterborough, London, Owen Sound

**Part-Time Location:** Bellville

**Job Band:** 4

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

**Hours of work:** Full-Time: 36.25 hours/week, Part-Time: 15 to 20 hours/week

**Reporting to:** Regional Manager, Apprenticeship 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 Senior Processing Consultant reports to the Regional Manager, Apprenticeship Services within the Regional Operations team. This position ensures information is handled confidentially, entered accurately into our database, and filed appropriately. It supports Skilled Trades Ontario's client-facing and operational functions, including application processing, administrative support, exam invigilation, and inventory logistics. The role requires a high level of professionalism, attention to detail, and adaptability to shifting business needs.

## **Responsibilities:**

### Processing Tasks

- Reviews, validates, and processes applications for clients.
- Creates and maintains records for Skilled Trades Ontario (“STO”) clients.
- Supports the policies and procedures set out by STO, and ensures information is handled confidentially.
- 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 in accordance with STO’s standards, guidelines, and policies.
- Reviews and validates data reports for accuracy and completeness.
- Understands the functionality of the various datasets used within STO.
- Performs advanced searches of the database and common folders.
- 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.
- Supports Group Sponsor initiatives including but not limited to registration activity and exam administration.

### Exam Invigilation & Inventory Management

- Coordinates and participates in the Invigilation of Certificate and Qualification exams across designated locations.
- Support the secure handling, tracking, and movement of exam inventory throughout the province.
- Maintains accurate records of exam materials, including distribution, return, and storage.
- Liaises with regional staff and couriers to ensure timely and secure transport of exam assets.
- Escalate critical incidents to Management as required.
- Troubleshoot hardware, software, and connectivity issues to minimize disruptions during exam delivery.
- Document support cases, incidents, and feedback to contribute to continuous improvement of exam processes.
- Collaborate with IT and Exam Administration teams to ensure readiness and resolution of technical issues before and during exams.

### Other Duties

- Other duties as assigned.

### **Qualifications:**

- One (1) to two (2) years of experience in a similar role.
- Knowledge of administrative policies and procedures and the ability to coordinate.
- Familiarity with administrative practices to provide a variety of administrative services.
- Knowledge of filing and records management processes and best practices to develop and maintain various manual and computerized filing systems.
- Understanding of the operations and capabilities of various standard office software programs, including word processing.
- Tact in handling and coordinating confidential information.
- University degree or College diploma would be considered an asset.
- French is considered an asset.

### **Skills Include:**

- Knowledge of exam session operations, including logistical and technical support requirements.
- Familiarity with incident management and escalation protocols in high-stakes exam environments.
- Understanding of hardware, software, and connectivity systems used in digital and paper-based exam delivery.
- Ability to monitor live sessions and identify compliance issues or technical risks.
- Strong problem-solving and analytical skills to assess and resolve real-time issues.
- Effective communication and collaboration skills to support invigilators and internal stakeholders during exam events. Basic arithmetic to process trade qualifier and other fees.
- Oral and written communication skills to facilitate communication and information flow for the team, and to prepare unit-level administrative processes and related materials.
- Teamwork skills to work in a team environment.
- Organizational skills to coordinate a range of office administrative matters for the unit.

### **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 via the following link:

[https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=ca763c0a-275d-409e-95c5-2b5d98d0de89&cclId=19000101\\_000001&jobId=611023&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=611023&lang=en_CA&source=CC2)

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.*