

JOB OPPORTUNITY

Position Title: Supervisor, Apprenticeship Services

Position Type: Regular/Full-Time

Office Locations: South West region

Job Grade: 6

Salary Range: \$75,942.00 to \$113,969.00/year

Hours of work: 36.25 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 Supervisor, Apprenticeship Services oversees day-to-day delivery of apprenticeship services within an assigned region. This role supervises Apprenticeship Advisors and administrative staff to ensure efficient, accurate, and apprentice-centered services across registration processing, training agreements, exam administration, and certification support. The Supervisor serves as a key regional contact for employers, apprentices, and training providers and ensures alignment with STO standards, provincial requirements, and service excellence practices.

Responsibilities:

- Program Awareness & Recruitment Support: Support implementation of outreach and promotional activities led by the Regional Manager; guide staff responses to inquiries from schools, community groups, employers, and prospective apprentices ensuring consistent use of STO messaging and materials.
- Team Leadership & Staff Development: Schedule work, assign cases, and provide coaching, performance feedback, and training on procedures, systems, customer service, and exam administration; promote consistency and professionalism across the team. The Supervisor will contribute to strong regional operations by remaining adaptable and responsive to business continuity needs across TDA locations. This role may occasionally require onsite support at other regional sites to address emerging operational demands and ensure seamless team support
- Program Administration & Operational Oversight: Oversee day-to-day regional workloads, for accuracy, and service timelines to meet STO and provincial standards. They implement regional processing, exam delivery, and operational priorities as established by the Regional Manager, ensuring consistent execution of policies, procedures, and service standards.
- Issue Resolution & Process Improvement: Investigate and resolve day-to-day service and stakeholder issues; identify trends, service bottlenecks, and risks; recommend and pilot process enhancements in coordination with the Regional Manager
- Apprentice & Employer Support Services: Supervise staff delivering direct support on training agreements, exam process guidance (non-content), and certification steps; identify recurring barriers and recommend solutions and referrals
- Exam Administration & Delivery: Coordinate regional apprenticeship examinations including scheduling, candidate communication, accommodations logistics, room bookings, invigilator assignments, and secure handling of materials; ensure compliance with STO policies, regulatory requirements, and exam integrity protocols; manage incident reporting and post-exam handling.
- Stakeholder Coordination & Service Support: Serve as a secondary point of contact for employers, apprentices, and training providers; ensure staff provide accurate guidance throughout the apprenticeship journey and escalate complex matters to the Regional Manager as needed.
- Monitoring Metrics & Reporting: Collect and validate regional service data including registrations, completions, exam attendance and outcomes, processing times, and client feedback; prepare operational summaries for KPI reporting and program evaluation.
- Operational Efficiency & Resource Coordination: Oversee use of registration platforms, exam scheduling systems, case management and reporting tools;

monitor inventory of exam materials and room resources; ensure adherence to STO policies, data standards, and privacy requirements.

Qualifications:

- Bachelor's degree in education, public relations, strategic communications, social services or a related field
- Proven experience in leadership and team management.
- Site supervisory experience along with certified trade certification is an asset
- Experience supervising staff in service delivery, testing/exam operations, or education-related environments is an asset
- Experience working with diverse communities and stakeholders; knowledge of apprenticeship programs and workforce development (asset).

Knowledge of:

- In-depth knowledge of apprenticeship programs and skilled trades careers.
- Experience in community engagement and partnership development.

Skills

- Supervisory and coaching skills; ability to delegate, set priorities, and manage performance.
- Excellent written and verbal communication and customer service.
- Strong organization, accuracy, and time management in high-volume administrative processes.
- Competency with registration platforms, scheduling systems, and data/reporting tools.
- Problem-solving and continuous improvement mindset.

What STO Offers:

- Work-life balance
- Comprehensive health and dental benefits
- Employee Assistance Program (EAP) through TELUS Health with employee perks

How to Apply: Please submit your application by **October 7, 2026** 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&lang=en_CA&jobId=9202465525100_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.