JOB OPPORTUNITY

Position Title: Regional Manager, Apprenticeship Services
Position Type: Fixed-Term Contract
Contract Length: up to Twelve (12) Months
Location: Thunder Bay or Sudbury, ON *(North Region)*
Job Grade: 7
Salary Range: $105,677.00 to $147,964.00/year
Hours of Work: 36.25 hours/week
Reporting to: Director, Regional Operations
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 Regional Manager, Apprenticeship Services oversees the stakeholder engagement required to support apprenticeship program advocacy and apprentice success. This role includes leading a team of Apprenticeship Advisors who will market the apprenticeship program to potential apprentices, employers, and stakeholders, highlighting its benefits and opportunities. The manager will also provide support to apprentices, employers and journeyperson to address barriers to apprenticeship progression and completion. The manager will ensure effective collaboration with educational institutions, community centers, and organizations to promote skilled trades careers. Additionally, the manager will guide the consultation process to help apprentices set and achieve their career goals.

Responsibilities:

- **Program Awareness & Recruitment Initiatives:** Lead regional efforts to promote STO apprenticeship programs, working in collaboration with regional groups such as schools, community organizations, and employers. Design initiatives aimed at increasing program participation and broadening awareness of apprenticeship opportunities.
- **Program Management & Oversight:** Participate in the administration of STO's apprenticeship programs, ensuring that services such as registration, training agreements, and certification processes are delivered efficiently and align with provincial and STO standards.
- **Stakeholder Coordination & Engagement:** Work closely with regional employers, training providers, apprentices, and other stakeholders to facilitate the smooth operation of apprenticeship programs. Act as the main point of contact for regional program-related inquiries, ensuring stakeholders are supported throughout the apprenticeship journey.
- **Apprentice and Employer Support Services:** Lead a regional team responsible for delivering extended direct support to apprentices and employers, ensuring they receive timely assistance with training agreements, exams, and certification processes. Implement strategies to address common issues faced by apprentices during the lifecycle of their apprenticeship program.
- **Monitoring Program Metrics & Reporting:** Track key performance indicators (KPIs) for apprenticeship services, such as registration and completion rates, and exam success. Provide detailed reports to STO leadership to evaluate program effectiveness and highlight areas for improvement.
- **Issue Resolution & Program Improvements:** Manage the resolution of escalated regional issues related to apprenticeship services, such as disputes over training agreements or certification concerns. Use insights from these issues to suggest improvements to STO's apprenticeship service delivery model.
- **Exam Administration & Delivery Services:** Oversee the regional administration of apprenticeship examinations, including scheduling, invigilation coordination, exam security, and results handling. Ensure exams are delivered in compliance with STO policies, provincial regulatory requirements, and fairness standards. Implement processes that support accessibility, minimize disruptions, and maintain integrity in all exam-related activities.

Qualifications:

- Certified Trades Professional is considered an asset.

- Bachelor's degree in education, public relations, strategic communications, social services or a related field or equivalent combination of site supervisory experience along with Trade certification.
- Extensive experience in public or stakeholder relations, particularly in the education, workforce development and skilled trades sectors.
- Proven experience in leadership and team management.
- Experience working with diverse communities and promoting programs to underrepresented groups.
- Experience in partnership development with educational institutions, community organizations, and industry stakeholders.

Knowledge of:

- Apprenticeship programs and skilled trades careers.
- Experience in community engagement and partnership development.
- Project management and data analysis.

Skills Include:

- Strong leadership and team management skills.
- Excellent communication skills, both written and verbal.
- Advanced marketing and promotional skills, including digital marketing, social media, and event planning.
- Strong project management skills.
- Strong change management experience.
- Interpersonal and networking skills.
- Cultural competence and the ability to engage with diverse groups.
- Creativity and innovation.
- Analytical skills for assessing program effectiveness.

What STO Offers:

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

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

How to Apply: Please apply by **November 10, 2026** on ADP at the following link: https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=ca763c0a-275d-409e-95c5-2b5d98d0de89&ccId=19000101_000001&jobId=617480&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.

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.