JOB OPPORTUNITY

Position Title: Regional Administrator
Position Type: Regular/Full-Time – *OPSEU represented*
Locations: Kitchener or Barrie
Job Band: 3
Hiring Range: $25.83 to $31.79/hour
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 **Regional Administrator** provides onsite office administration and reception services for Skilled Trades Ontario (STO).

Responsibilities:

Administrative Support:

- Perform financial and non-financial data entry and maintain accurate records.
- Handle sensitive information with discretion and ensure compliance with privacy policies.
- Maintain building access, facilitate the ordering, programming, and assignment of employee and guest access cards.

- Liaison with staff, vendors and contractors to facilitate office repairs and maintenance
- Maintaining office furniture and equipment, calling for repairs and service, updating postage meter rates, and maintaining the printer/copier (calling for service, toner, paper, etc.)
- Schedule meetings, manage calendars, and assist with booking meeting rooms or virtual conferencing tools.
- Organize, file, and retrieve documents (physical and digital), including scanning and archiving.
- Assist with tracking and reconciling office expenses or petty cash.
- Perform research on assigned topics and prepare research findings.

Reception:

- Provide courteous and professional service to all visitors and callers, resolving minor inquiries or complaints when possible, and triaging inquiries to the appropriate personnel
- Receives and directs incoming visitors, including couriers, deliveries, contractors, and clients to the appropriate staff member or office area.
- Maintains visitor logbook and issues visitor passes.
- General office administration support, including receiving and preparing mailings, couriers, and ordering office supplies/refreshments.
- Help maintain a clean and organized reception, common areas of the office.
- Answer and direct incoming calls and emails professionally; take messages or respond as appropriate.
- Assist in implementing visitor safety protocols and emergency evacuation procedures.
- Other duties as assigned by the regional manager.

Qualifications:

- Post-secondary education is preferred.
- Demonstrated 2-5 years' experience as a receptionist or administrative assistant.

Knowledge of:

- Reception best practices, procedures and STO standards to provide front line reception services for STO.
- STO organizational structure and services to route calls to the appropriate department/unit or staff member.
- Secretarial and administrative practices to provide administrative services to an assigned manager/supervisor and team.

Skills:

- Strong interpersonal skills with the ability to work courteously and cooperatively with management, clients and other stakeholders.
- Ability to communicate effectively, both orally and in writing, including the ability to relay information in a clear/concise manner.
- Ability to work independently, taking initiative as required and as part of a team.
- Demonstrated ability to support organizational change initiatives, contributing to a positive and adaptable work environment.
- Experience with computer and data systems, including Microsoft Word, Excel, PowerPoint, Outlook, Teams, Adobe Acrobat Pro.

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 ***November 18, 2026*** via the following link: https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=ca763c0a-275d-409e-95c5-2b5d98d0de89&ccId=19000101_000001&lang=en_CA&jobId=9202609115921_16&&source=EN

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.