JOB OPPORTUNITY

Position Title: Examination Support Advisor
Position Type: Regular/Full-Time – *OPSEU represented*
Location: Mississauga, ON
Job Band: 5
Salary Range: $29.63 to $37.58/hour
Hours of work: 36.25 hours/week
Reporting to: Supervisor, Examination Support
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 Examination Support Advisor provides guidance and counselling support to examination candidates attempting Certificate of Qualification (CofQ) examinations, Exemption Tests, Practical Examinations and other forms of Assessment. The position includes supporting clients through the trade examination process and case-managing clients in transition by sharing results from gap analyses reports and situational assessments, determining and conveying upgrading requirements as well as providing counselling support and establishing action plans for client success.

Responsibilities:

- Adhering to examination security protocols/policies.
- Reviewing and tracking examination results (individual and aggregate).
- Generating reports for Certificate of Qualification (CofQ) examinations, Practical Tests, Exemption Tests and other forms of assessment.
- Providing information and evidence to the Supervisor pertaining to fraudulent examination activities. This includes various forms of cheating, misconduct, compromise, distribution of confidential examination material, etc.
- Collaborating with Client Services to ensure accurate information is stored on client files.
- Tracking, monitoring, and analyzing complex data.
- Reviewing and communicating gap analysis with clients based on examination results.
- Support implementation of examination evaluation initiatives Plan and coordinate exam sessions including site accreditation, venue booking, and schedule publication.
- Allocate invigilators and manage contingency planning for exam sessions.
- Forecast exam demand based on training schedules and candidate volumes.
- Coordinate accommodation requests and ensure compliance with accessibility and bilingual standards.
- Support on-site exam assessments and invigilation activities.

Qualifications:

- University degree, college diploma or an equivalent combination of education and relevant experience providing career support and guidance for skills trades and apprenticeship.
- Knowledge of adult education principles.
- Demonstrated experience providing excellent customer service to apprentices, tradespeople, employer/sponsors and training providers.
- Demonstrated experience working within a regulatory or government environment.
- Knowledge of data analysis regarding individual and aggregate examination scores.
- Experience working in a fast-paced environment involving a large number of clients and stakeholders.
- Knowledge of examination security policies and procedures for Skilled Trades Ontario and the Red Seal program.

Knowledge of:

- Training Standards in Ontario (Red Seal and Provincial) to effectively determine gaps in examination results and establish action plans.
- Industry practices and how they relate to Interprovincial and Provincial standards.
- Examination security protocols and policies that help to reduce risks related to examination compromise, fraud or damage to the Certificate of Qualification brand.
- Language, literacy and numeracy issues in the context of workplace assessment.

Skills include:

- Awareness of Quality assurance measures related to the development, implementation and administration of examinations.
- Ability to understand technical competencies.
- Strong analytical skills to ensure examination integrity is maintained. Ability to analyze large data sets and recognize trends to conduct statistical analysis of an evaluation's effectiveness.
- Excellent counselling skills to provide advice and guidance to clients.
- Strong interpersonal and verbal communication Proficiency with computer programs including Microsoft Office (Word, PowerPoint, Excel and Examination Specific software).
- Strong documentation and case management skills.
- Strong written communication skills.
- Experience working with databases would be considered an asset.
- French language skills would be considered an asset.

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

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 submit your resume via ADP by November 20, 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=9202567026874_1&&source=EN

This posting represents an existing vacancy.

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.