



EMPLOYMENT OPPORTUNITY

MANAGER, TRAINING SERVICES

The Workers Health and Safety Centre (WHSC) is a not-for-profit unionized training organization that provides health and safety leadership, training and information services to Ontario workers, their representatives, supervisors and employers. We are seeking a Manager of Training Services to serve in one of our key leadership team roles. Reporting to the Director of Training Services, this position oversees the day-to-day operations of our offices, developing and documenting standard work processes, managing, training and assigning administrative support staff to meet operational requirements, generating reports from our Customer Relationship Management system, and dealing with facility issues as they arise. The Manager will also carry out other duties and assignments as they are given and obey and carry out WHSC by-laws and directives issued by the WHSC Board of Directors, Executive Director, and Director of Training Services.

WHSC has offices across Ontario, in Markham, Hamilton, Sarnia, Sudbury, and Ottawa. The Manager of Training Services is expected to travel between locations as part of their normal job duties.

Wage Range: \$98,028 - \$146,668 per year, commensurate with experience and qualifications.

WHSC is committed to fostering a workplace that is both inclusive and representative of the communities we serve. To meet these objectives, we invite all qualified candidates from diverse backgrounds to apply. It is WHSC Policy that all employees work in an inclusive environment that acknowledges and promotes equal rights for all persons, including those with disabilities, as outlined in the *Canadian Charter of Rights and Freedoms*, the *Ontario Human Rights Code* and the *Accessibility for Ontarians with Disabilities Act, 2005*. Please be advised that disability accommodation is available upon request.

For information about WHSC visit www.whsc.on.ca.

Applications will be accepted until **4:30 pm, Thursday, June 23, 2022**. If interested, please forward your cover letter and resume to Sarah Mackie, Executive Administrative Assistant at smackie@whsc.on.ca

Required Qualifications & Experience:

- Proven knowledge and work experience in Customer Relationship Management software, preferably Microsoft Dynamics
- Experience with Microsoft Office; high proficiency in Microsoft Excel
- Minimum 5 years management experience, preferably in an office environment
- Demonstrated experience in process design
- Must possess a valid driver's license
- Excellent oral, writing, interpersonal and presentation skills

- Excellent problem solving/judgment skills, and high level of attention to detail and accuracy
- Flexible and adaptable to change and shifting priorities
- Self-motivated personality
- Ability to maintain confidentiality and exercise discretion
- Ability to work independently and in a collaborative team setting
- Experience/involvement in the labour movement an asset
- Budgeting knowledge an asset

Responsibilities:

- Assist the Director, Training Services with the administration of the department
- Work with the Director, Training Services to develop and document standard work processes in Training Services including advice on staff work assignments, WHSC course co-ordination, course booking and student record keeping, as required
- Develop and deliver staff training on WHSC Training Services work processes and work with the Director, Training Services to determine other support staff training needs
- Travel between WHSC offices and manage building/facility issues for all WHSC office locations
- Work with Information Technology staff to troubleshoot and manage data in Client Relationship Management system to improve reporting and processing
- Monitor WHSC course registrations and provide oversight on service agreements
- Prepare and submit periodic management reports, as required
- Work across departments to improve processes to achieve organizational goals
- Assist the Director, Training Services and manage other duties and special projects, as required