

Position Description – Workforce Solutions Manager (Employment Ontario)

Position Description

Position title	Workforce Solutions Manager
Location	Toronto
Reports to	Director, Strategic Partnerships
Direct reports	N/A
Travel requirements	Regionally as required

Position purpose

As Service System Manager leading the Employment Ontario transformation in Toronto, the Employer Services strategy is focused on 4 key areas: promote Employment Ontario as a recruitment partner of choice, increase awareness of inclusive hiring practices and work with employers to recruit and retain through EO, partner with industry stakeholders to develop talent pipelines and sector pathways and support our network of service providers to effectively develop and deliver Employer Engagement strategies that are reflective of the Labour Market in each region and demographic need.

The Workforce Solutions Manager is responsible for developing, nurturing and maintaining an ecosystem of industry partnerships and building long term employment opportunities for jobseekers. The WFS Manager will play a pivotal role in fostering partnerships with the City of Toronto's major infrastructure projects' leads and local trades union leads to create sector pathways for job seekers. This position is responsible for designing and implementing workforce strategies that promote diversity, equity, and inclusion while addressing the labour needs of infrastructure initiatives. The ideal candidate will have a strong background in workforce development, stakeholder engagement, and project management

The ideal candidate will apply tactics to achieve pathways for job seekers and sector partners by relationship building, exhibiting and presenting to large audiences both virtually and in person at industry trades and representing WCG on various City of Toronto Community Benefits Agreement meetings, Economic Development advisory and working groups.

Success measures

Customer/Community Collaborator Satisfaction	<ul style="list-style-type: none"> • Demonstrated ability to build strong partnerships across various sectors and levels of leadership (CEOs, Senior Managers, Front Line service providers) and identify opportunities for collaboration • Successfully work with organizations with different working cultures, organization and governance structures, and with multiple decision-makers • Resilient and persistent/ business development orientated with ability to interpret and relay policies • Ensure high client satisfaction while maintaining program integrity in a personable and engaging manner • High standard of advocacy, communication, presentation and interpersonal skills.
People & Team Satisfaction	<ul style="list-style-type: none"> • Experience and success working in an outcomes / target-based environment

Position: Employer Engagement Coordinator	Owner: People and Culture	Publish Date: 2024-07-25	Page 1 of 3
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	<ul style="list-style-type: none"> • Strong interpersonal skills; ability to build effective working relationships with internal and external partners • Ambassador for SSM and WCG with external bodies and networks • Maintain steadfast positive belief in Employment Services Transformation
Operational Performance	<ul style="list-style-type: none"> • Demonstrated ability to engage/influence leadership engaged in major City of Toronto infrastructure projects, with specific focus on those with a CBA • Proficient in data analysis/reporting with focus on measuring initiative effectiveness • Measurable improvements in community integration outcomes, including increased job participation rates and engagement levels of BIPOC • Proven ability to prioritize work and adapt to changing program needs

Core Responsibilities:

Collaborator/Community Engagement	<ul style="list-style-type: none"> • Achieve/exceed customer service standards, ensuring customer calls and emails are answered and assistance provided during the first call • Provide exceptional customer service and professionalism to our employer and community partners and referrals • Place a high priority on building a reputable employment program through positive interactions, commitment to best practices, upholding network values and delivery of quality services
Account Management	<ul style="list-style-type: none"> • Manage sector partnerships relating to CBA • Build and manage sector pathways and disseminate to SPN • Develop a strong understanding of WCG’s contract, guidelines, policies, and process • Provide support to resolve client complaints, disputed referrals and any other areas related to client referrals • Ensure that required paperwork, data, tracking, etc. is completed appropriately in a timely manner • Effective use of WCG’s Case Management System and other systems and databases (I.e., SharePoint, etc.) • Filing, mailing, scanning and other administrative tasks
Program Management	<ul style="list-style-type: none"> • Support the execution of events that engage employers/sectors and unions to support them in meeting their labour market needs, including hiring events, roundtable discussions, information sessions and seminars • Provide a range of centralized Employer support services to WCG and its Service Providers’ staff, clients, employers, and other collaborators (both inbound and outbound)
<i>Other duties as required, including going beyond the job description whenever necessary</i>	

Capabilities and experience

Essential Requirements:

- Working knowledge and experience in providing workforce development information to employers; assessing employer needs and recommending appropriate supports and local resources
- Experience working in an outcomes / target-based environment
- Strong customer service and relationship management skills with a proven sales aptitude
- Strong digital literacy skills including Microsoft Office Suite, especially Excel and Word

Position: Employer Engagement Coordinator	Owner: People and Culture	Publish Date: 2024-07-25	Page 2 of 3
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Position Description – Employer Engagement Coordinator (EO)

- Excellent administrative and organizational skills; ability to prioritize
- Excellent interpersonal skills coupled with strong verbal communications skills, comfortable presenting information in group settings
- Proven event management skills
- Ability to work independently with limited supervision as well as work within a team
- Knowledge of local labour market trends
- Excellent group facilitation skills
- Results driven with creative approach to idea generation and problem solving
- Ability to working in fast paced environment with changing workloads
- Employment conditional on criminal record check
- Bilingual (English and French) preferred (mandatory for Ottawa that resource be functional in both official languages)



When printed this document is **UNCONTROLLED** refer to the electronic system for the latest version

WCG is strengthened by diversity. We are committed to achieving a workplace that is equitable and representative of Canada's diverse population. We actively work to attract, develop, and retain employees from diverse and equity-deserving backgrounds who have exceptional ability and the desire to make a difference. We continuously strive to support individual needs and differences in a work environment that is built on inclusivity and respect for everyone.

WCG is committed to providing an accessible, barrier free recruitment and selection process. If contacted for an employment opportunity, please advise us if you require accommodation in advance of any part of the recruitment and selection process.

Position: Employer Engagement Coordinator	Owner: People and Culture	Publish Date: 2024-07-25	Page 3 of 3
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