



Job Ad

Organization: Ministry of Training, Colleges and Universities
Division: Thunder Bay Area Office
Position Title: SERVICE DELIVERY MANAGER
Job Term: 1 Permanent
Location: 189 Red River Road, First Floor, Suite 103, Thunder Bay, P7B 1A2, North Region
Compensation Group: Management Compensation Plan
Salary: \$70,906.00 - \$91,516.00 per annum
Posting Status: Open
Job Code: AGA20 - General Administration AM-20
Schedule: 6
Category: Management and General
Job ID: 35512

Are you looking for an opportunity to provide solid leadership and direction? As the Service Delivery Manager you will plan, coordinate and manage the activities of a field office operation.

You will:

- provide leadership to multi-disciplinary staff within a team environment
- be accountable for a large program budget
- develop and implement strategic and operational plans
- provide leadership with the development of local strategies and activities
- support the delivery of responsive employment programs and services
- represent the ministry with internal and external stakeholders

What we are looking for:

Technical knowledge:

- knowledge of employment programs and delivery structures and services
- knowledge of computers and program databases and information management systems.

Program and project management knowledge:

- strong program management, operational and strategic planning experience and knowledge
- demonstrated knowledge of program analysis, design, implementation and review

Communication skills:

- proven communication and interpersonal skills
- strong consultative approach and negotiation skills
- demonstrated relationship building skills and the ability to liaise with stakeholders

Leadership and management skills:

- strong group leadership and management abilities
- ability to interpret and apply collective agreements, legislation, policies and guidelines associated with human resources management

Analytical and organizational skills:

- demonstrated analytical and problem solving skills
- proven planning, coordination, organizational and time management skills

Posting Date: Monday, March 21, 2011

Closing Date: Monday, April 4, 2011 11:59 pm EST

How to apply:

1. You must **apply online**.
2. You must show how you meet what we are looking for clearly, completely and concisely. We rely on the information you provide to us.
3. Read the **job specification** to make sure you understand this job.
4. OPS employees are required to quote their WIN EMPLOYEE ID number when applying.
5. If you require a disability related accommodation in order to participate in the recruitment process, please **Contact Us** to provide your contact information. Recruitment Services staff will contact you within 48 hours.

Remember: The deadline to apply is Monday, April 4, 2011 11:59 pm EST.
Late applications will not be accepted.

Note: We thank you for your interest; however, we will contact you only if we choose you for further screening or an interview.

N-TU-35512/11

**The Ontario Public Service is an equal opportunity employer.
We will accommodate your needs under the Ontario Human Rights Code.**