



## 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:** Restricted  
**Job Code:** AGA20 - General Administration AM-20  
**Schedule:** 6  
**Category:** Management and General  
**Job ID:** 33969

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:** Wednesday, February 2, 2011

**Closing Date:** Wednesday, February 16, 2011 11:59 pm EST

**How to apply:**

1. You must **apply online** from an OPS computer. You will not be able to apply from your home computer.
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 need help applying, contact the Northern Recruitment Centre at 1-866-333-8491.

**Remember:** The deadline to apply is Wednesday, February 16, 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-33969/11

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