



Contract Trainer/Facilitator, Essential Skills

ORGANIZATION OVERVIEW:

A leader in Tourism, Hospitality and Customer Service Training and Community Workforce Development, OTEC is an independent, not-for-profit Training, Consulting, and Workforce Development organization that delivers innovative, high quality solutions for the development and growth of a professional, skilled workforce.

As a leader in workforce development, we support our clients in attracting, retaining, and developing high performing employees and becoming service-focused businesses and destinations. Originally created to serve the tourism education and skills training needs of Ontario's Tourism and Hospitality Industry, today OTEC is the premier source for customer service strategy, standards, and training, leadership development programs, academic curriculum, pre-employment programs and customized, facilitated, blended, and online training programs for a wide range of tourism, hospitality and service-focused industry sectors.

POSITION SUMMARY:

The Contract Trainer/Facilitator, Workplace Essential Skills serves a key function for OTEC and is accountable for executing training workshops on behalf of the organization. An OTEC contract facilitator may be called upon to train a vast array of participants. Participants will include line-level employees from the hospitality, tourism and retail sectors as well as other service industries. Other participants may include internationally-trained individuals, newcomers to Canada, Indigenous communities, multi-generational learners, and marginalized learners. This position is best suited for trainers/facilitators who have a background or experience in customer service, hotel or restaurant operations. The trainer/facilitator will be utilizing documents, resources, procedures etc. from actual organizations to customize the Essential Skills curriculum and deliver this training as on the job training with the participants.

Responsibilities:

The core responsibility of the OTEC Contract Trainer/Facilitator, Essentials Skills is to execute training in Essential Skills using an approved Essential Skills curriculum for OTEC's clients. The contract trainer/facilitator's relationship is with OTEC directly. OTEC secures the client contract and then contracts the trainer to fulfill the training which can last anywhere from a half-day to multiple weeks.

Reports to: Vice President, Projects & Partnerships &
Manager, Learning & Development Projects

Competencies and skills:

- General knowledge of the nine Essential Skills needed for the workplace;
- High level of competence in adult training;
- Ability to multi-task, prioritize, problem solve in real-time and adapt to changing content and participants;
- Knowledge of Canadian Language Benchmarks and the needs and issues of ESL learners;



- Ability to evaluate learner performance and provide OTEC with attendance records and training reports;
- Ability to adapt and customize the given Essential Skills curriculum according to various employee profiles;
- Experience in teaching and facilitating to marginalized learners and internationally-trained individuals in groups or in one-on-one training;
- Participant-centric facilitation style;
- Strong customer service orientation, attitude and training experience within a customer-centric service environment;
- Organized and attention to detail;
- Flexible with their time and has the ability to commit to scheduled training;
- Self-motivated with the ability to work under minimal supervision; and
- Proficient computer skills, including PowerPoint, MS Word and MS Excel.

Qualifications:

- Post-secondary education and certificate in Adult Education or an equivalent combination of education and on the job experience;
- Minimum 3-5 years experience in facilitation and is currently active in training and facilitation for diverse client groups;
- Experience training for tourism, hospitality or customer service required;
- Current TESL Ontario Certificate or equivalent is an asset; and
- Experience in teaching English as a Second language is an asset.

As OTEC clients are located throughout Ontario a car is necessary for this position.

OTEC contract facilitators will be required to participate in the OTEC Training & Facilitation Excellence in order to facilitate workshops.

Head Office Location:

OTEC is located at 21 Four Seasons Place, Suite 300, in Toronto (near Hwy 427, the East Mall, and Burnamthorpe Rd. East area).

Please forward resume and covering letter to: careers@otec.org and indicate contract hourly and full day rate expectations. Only candidates selected for an interview will be contacted and we thank you in advance for your interest.

OTEC welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

OTEC website: www.otec.org