



FRONT LINE OFFICE SUPERVISOR

"Lead with clarity, empower your team, and elevate performance. The path to operational excellence begins with communication, confidence, and a focus on results."

PROGRAM OVERVIEW

The Front-Line Office Supervisor Certificate equips current and aspiring supervisors to manage administrative teams with confidence. Participants build leadership, communication, and compliance skills while applying digital tools to enhance teamwork and efficiency.

LEARNING OUTCOMES

By the end of the program, participants will be able to:

- Manage front-line administrative teams using proven supervisory practices.
- Apply Ontario employment and payroll regulations with confidence.
- Use digital tools (Excel, CRM, SharePoint, Teams) to streamline workflows.
- Communicate effectively across teams and client relationships.
- Foster a positive, efficient, and compliant office culture.

PROGRAM STRUCTURE

 **Duration:** Four stackable micro-credentials (35 hours each)

 **Location:** Online via OEG's eCampus with interactive workshops and applied projects

 **Cost:** Course grants available

 **Participants:** 3–15 participants per cohort



PROGRAM HIGHLIGHTS

Leadership & Team Management

- Develop strong supervisory skills in conflict resolution, scheduling, and motivation.
- Learn how to balance workloads, coach staff, and maintain performance standards.

Payroll & HR Administration

- Gain practical experience with payroll systems and HR documentation.
- Ensure compliance with Ontario's Employment Standards Act and internal policies.

Business Technology for Supervisors

- Build advanced digital literacy for team collaboration and reporting.
- Leverage Excel, CRM, and MS Teams to optimize operations and accountability.

Organizational Communication & Customer Service

- Master the art of clear, consistent communication across teams and with clients.
- Learn to coach staff on professional etiquette and reinforce a high-service culture that boosts team morale and client satisfaction.



CERTIFICATION & RESOURCES

- Peel College of Professional Studies Certificate
- Downloadable resources and summary sheets

"Through applied learning, master the skills to lead teams, enhance efficiency, and drive organizational success."