

JOB POSTING

- Position Title:** Deputy Registrar (Full Time)
- Salary:** \$76,500.09 per annum (35-hour work week)
- Business Address:** 650-1066 West Hastings, Vancouver, BC
- Business Hours:** Monday to Friday, 8:30 am to 4:30 pm.

The British Columbia Employment Standards Tribunal is an administrative tribunal established under the *Employment Standards Act* (“ESA”). The Tribunal conducts appeals of determinations issued by the Director of Employment Standards under the *ESA* and under the *Temporary Foreign Worker Protection Act*. The Tribunal may also reconsider any order or decision it makes.

In a fast paced, ever changing work environment with procedural deadlines, the Deputy Registrar assists the Registrar in managing the efficient intake, screening, processing, and tracking of appeals.

The *Labour Relations Code*, the *Public Service Act* and the *Public Service Labour Relations Act* do not apply to the Tribunal's employees. The position is excluded from union membership.

A detailed Position Profile is attached to this posting.

APPLICATION AND SELECTION PROCESS

Please submit a résumé along with a cover letter indicating how you meet the knowledge, skills, and abilities of the position to the attention of the Registrar via email to registrar.est@bcest.bc.ca **by no later than 12:00 pm on Wednesday, July 31, 2024.**

The Tribunal's pre-interview process includes looking at your ability to correctly follow the above instructions.

Preference will be given to candidates with

- knowledge of the *Employment Standards Act* and *Employment Standards Regulation*
- experience in a quasi-judicial board or agency or in court administration preferably with: emphasis on policy interpretation and development, legislative interpretation, and technical systems implementation
- and with experience developing processes and procedures for managing caseloads

We thank all applicants for their interest; however, only those considered for an interview will be contacted.

Closing date: 12:00 pm on July 31, 2024

Deputy Registrar Position Description

PURPOSE OF POSITION

In a fast paced, ever changing work environment with procedural deadlines, the Deputy Registrar assists the Registrar in managing the efficient intake, screening, processing, and tracking of appeals. The Deputy Registrar also ensures that all appeal documents are complete and accurate and that appeals are within the jurisdiction of the Tribunal and in compliance with the *Employment Standards Act* (“ESA”) and the *Temporary Foreign Worker Protection Act* (“TFWPA”).

The Deputy Registrar provides advice and information to Tribunal Members regarding administrative, operational, and procedural issues related to the appeal process and is responsible for ensuring that sound, accurate, and comprehensive information is provided to all parties.

The Deputy Registrar recommends and develops policies, procedures, and guidelines to improve the efficiency and effectiveness of the Tribunal appeal process. The Deputy Registrar, in coordination with the Operations Manager, prepares and updates all Tribunal information brochures, pamphlets, and research tools, including the Tribunal’s website research tools.

The Deputy Registrar prepares and signs letters on own initiative in response to inquiries; and provides technical direction to Registry staff. This position prepares confidential correspondence; compiles statistical reports, researches information, and organizes appropriate material for meetings and policy conferences.

NATURE AND SCOPE OF WORK

The Tribunal is a fully independent, quasi-judicial tribunal established to decide appeal and reconsideration applications made pursuant to the *ESA and TFWPA*. The Tribunal's decisions are reviewable by the Courts.

Under the direction of the Registrar, the Deputy Registrar oversees the appeal and reconsideration processes from registration through to adjudication by the Panel. The Deputy Registrar ensures proceedings are conducted efficiently, effectively, and confidentially in accordance with the applicable legislation, the Tribunal’s Rules of Procedure, and the principles of natural justice and administrative fairness. The Deputy Registrar applies the knowledge of the legislation and regulations in carrying out the responsibilities of the position. Exercising significant independence, the Deputy Registrar maintains effective business relations and communications with a number of internal and external contacts.

This position has full time on-site requirements.

ACCOUNTABILITIES

Accountabilities include:

- Oversees and directs the implementation of the Tribunal's management strategies as they relate to the operation of the Registry.
- Provides business expertise, advice, and recommendations to the Registrar on new and revised strategies and initiatives, updates to policy and legislation, and impacts and issues relating to the Registry.
- Identifies opportunities and methods for legislative, technical, operational, and financial efficiencies, improving service or providing alternate service delivery options.
- Designs specific strategies and actions to meet emerging client needs; ensures appropriate delivery occurs and determines next steps for sustainability.
- Develops goals, objectives, and performance measures of the operation to achieve the defined outcomes.
- Develops and maintains positive relations with internal and external stakeholders.
- Ensures the integrity of the case management system and consistent adherence to policies and procedures, identifying areas for improvements to streamline the system and ensuring enhancements are implemented successfully.
- Participates in establishing and updating service standards to ensure parties receive service to contracted or agreed standards.
- Under the supervision of the Registrar, is accountable for financial management of Tribunal expenditures. Prepares the budget, analyses and reconciles variances, monitors expenditures, manages and awards contracts, recommends changes to meet fiscal priorities, and develops trend analysis for reports on potential solutions to financial issues.
- Responsible for the statutory reporting requirements of the Tribunal in relation to the Tribunal's annual report from the Chair to the Minister, as well as the monthly and annual fiscal reports.
- Responsible for assigning work to Registry staff.
- Provides expert procedural advice, direction and leadership to Registry staff.
- Acts as an escalation point for matters that are highly sensitive, complex, or where jurisdictional issues are in question.
- Ensures all procedures and guidelines as well as best practices are in use at all times.

- Communicates with the public regarding the Tribunal's Rules and practices, developing and implementing strategies to improve public access, and delivering/providing public information and education, with the exception of legal advice.
- Contributes to and implements initiatives that enhance and maintain a positive and engaging workplace culture that embraces diversity and inclusion and promotes a positive and engaging workplace environment focused on service and continuous improvement.
- Participates in the development of workforce management plans to identify staffing needs and challenges.
- Coaches professional, administrative, and clerical staff to support a highly efficient Registry operation; participates in performance reviews, identifies opportunities for staff growth and development, and ensures staff are provided with the necessary training.
- Coordinates the flow of documentation to the Registrar and panel members, including scheduling, preparation and review of documentation and monitoring follow up items.
- Maintains the filing system and records case information into the Tribunal databases and, in consultation with the Chair and Registrar, ensures the smooth and efficient operation of the office by improving, implementing, and maintaining appropriate records management systems and procedures and document disposal schedules for Tribunal files.
- Manages the production of correspondence and other documents, with the exception of legal interpretation issues, to ensure content and format is professional and consistent with the Tribunal's standards and decisions.
- Prepares Requests for Appointments in accordance with the *Administrative Tribunals Act* and the Tribunal and Agency Support Division and the Crown Agencies and Board Resourcing Office with respect to Tribunal Appointments.
- With the Operations Manager, develops and maintains a case management procedure manual, the Best Practice Guidelines and the respective Rules of Practice and Procedure, and Practice Directives.
- With the Operations Manager, review all decisions to determine compliance with the Tribunal's requirements prior to publication.
- Ensures that the Tribunal responds in a timely manner to judicial review applications.
- Ensures coverage of workload during unscheduled absences, pre-approved leaves, and peak workload with schedules.
- Represents the Tribunal as Occupational Health Management Delegate.
- Acts for the Registrar when they are away or unavailable.

KNOWLEDGE, SKILLS, AND ABILITIES

- Ability to interpret and apply legislation, case law, policies, and procedures.
- Ability to communicate articulately and effectively with staff, members, and stakeholders.
- Ability to exercise sound judgment, discretion, tact, and diplomacy, and maintain confidentiality.
- Ability to manage projects and services contracts to achieve business goals and objectives.
- Ability to develop and express ideas, policies, recommendations etc. clearly and concisely, both orally and in writing.
- Ability to manage and prepare budgets and liaise with ministry personnel in this regard.
- Knowledge of the *Freedom of Information and Protection of Privacy Act*.
- Knowledge of the BC's *Public Interest Disclosure Act*.
- Demonstrated familiarity or work experience with the principles of administrative law or natural justice.
- Demonstrated excellent oral and written communication and interpersonal skills.
- Ability to maintain effective working relationships with groups and individuals with diverse or competing interests.
- Ability to work independently with limited supervision within a team environment.
- Strong planning ability and strategic vision to support the strategic direction and long-range planning for the Tribunal.
- A non-power based, empowering, supportive approach to motivating, mentoring and managing staff.
- Preference will be given to candidates with knowledge of the *Employment Standards Act* and *Employment Standards Regulation*, experience in a quasi-judicial board or agency, and with experience developing processes and procedures for managing caseloads.

OTHER

- Flexible work options are available; this position may be able to work up to 2 days at home per week subject to operational requirements and an approved telework agreement.
- Contributions to the BC Public Service Pension Plan are mandatory.
- Four (4) weeks annual vacation.
- Extended Health and Dental Benefit plans are available.