

JOB POSTING

Position Title: Registry Administrator (Full Time)

Salary: \$32.32 per hour / \$2,262.06 bi-weekly / \$59,015.56 per annum
(35-hour workweek)

Overview: 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.

As part of a team, the Registry Administrator provides administrative and clerical support to the Registrar and the Deputy Registrar, enters data from a variety of records and forms into the Tribunal's case management system, maintains manual and electronic records management systems, and processes appeals, reconsiderations, and judicial reviews from filing to closure.

The *Labour Relations Code*, the *Public Service Act* and the *Public Service Labour Relations Act* do not apply to the Tribunal's employees.

The Tribunal's office is located in downtown Vancouver and its business hours are Monday to Friday, 8:30 am to 4:30 pm.

Accountabilities:

- Processes case files
- Administrative Support
- Records Management

Job Requirements:

- Grade 12 graduation or equivalent.
- Minimum keyboarding speed of 50 words per minute.
- Excellent organizational skills to prioritize and organize a diverse workload effectively and independently.
- Demonstrated experience with word processing and database applications.
- Preference to experience working with legislation and regulations.
- Preference to experience as a legal assistant.
- Preference to experience providing client service in an adversarial environment.
- Legally entitled to work in Canada.

Behavioural Competencies:

- Concern for Order
- Analytical Thinking
- Service Orientation
- Teamwork and Co-operation

A detailed position profile is attached to this posting.

Please submit a résumé along with a cover letter indicating how you meet the above qualifications to the attention of the Registrar via e-mail to registrar.est@bcest.bc.ca by no later than 12:00 pm on Wednesday, September 11, 2024.

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

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

An eligibility list may be established.

POSITION PROFILE

TITLE: REGISTRY ADMINISTRATOR

SALARY: \$32.32 PER HOUR / \$2,262.06 BI-WEEKLY / \$59,015.56 PER ANNUM
(35-HOUR WORKWEEK)

OVERVIEW: As part of a team, the position provides administrative and clerical support to the Registrar and the Deputy Registrar, enters data from a variety of records and forms into the Tribunal's case management system, maintains manual and electronic records management systems, and processes appeals, reconsiderations, and judicial reviews from filing to closure.

ACCOUNTABILITIES

- Processes case files – including, but not limited to the following:
 - Receives and assesses information and filings for completeness and accuracy and compliance with legislative requirements and the Tribunal's Rules of Practice & Procedure.
 - Assesses information provided to determine if issue is within the jurisdiction of the Tribunal and when it is not, refers clients to other programs or services.
 - Identifies incorrect information and legibility issues and refers to the Operations Manager or Registrar for next steps.
 - Contacts clients and/or other stakeholders to clarify conflicting/missing information required to support the decision-making process.
 - Enters data from files and forms, using alpha and numeric entries according to pre-formatted data fields in the Tribunal's case management system.
 - Prepares written acknowledgement of appeals and reconsiderations.
 - Receives and processes submissions on appeal and reconsideration files.
 - Reviews all submissions and where necessary, refers matters to the Operations Manager or Registrar.
 - Prepares disclosure of submissions to parties on appeals and reconsiderations.
 - Prepare files and service assignments for Members.
 - Format draft appeal and reconsideration decisions and review decisions for clerical and factual errors.
 - Receive and process Judicial Review applications.
- Administrative Support – including, but not limited to the following:
 - Receives and screens incoming telephone calls and e-mails, directs calls / e-mails as is appropriate.
 - Responds to questions from the public, members of the bar and filing agents on procedural steps and options for completing forms and documents.

- Provides information to staff, the public, and stakeholder agencies regarding program policies and procedures.
- Responds to inquiries by e-mail, over the telephone, or in person and provides information such as packages, forms or applications.
- Other administrative duties that may arise.
- Records Management – including, but not limited to the following:
 - Assists the Operations Manager with records management duties such as making, filing, and retrieving files, and preparing for offsite storage.
 - Maintains an inventory of current files and updates files as required.
 - Conducts file searches for staff upon request.

JOB REQUIREMENTS

- Grade 12 graduation or equivalent.
- Minimum keyboarding speed of 50 words per minute.
- Excellent organizational skills to prioritize and organize a diverse workload effectively and independently.
- Demonstrated ability to communicate effectively in writing in English.
- Demonstrated experience with word processing and database applications.
- Preference to experience working with legislation and regulations.
- Preference to experience as a legal assistant.
- Preference to experience providing client service in an adversarial environment.
- Able to work in person Monday through Friday at the Tribunal's office in Vancouver.

BEHAVIOURAL COMPETENCIES

- Concern for Order reflects an underlying drive to reduce uncertainty in the surrounding environment. It is expressed as monitoring and checking work or information, insisting on clarity of roles and functions, etc.
- Analytical Thinking is the ability to comprehend a situation by breaking it down into its components and identifying key or underlying complex issues. It implies the ability to systematically organize and compare the various aspects of a problem or situation and determine cause and effect relationships ('if...then...') to resolve problems in a sound, decisive manner. It checks to ensure the validity or accuracy of all information.
- Service Orientation implies a desire to identify and serve customers/clients, who may include the public, co-workers, other branches/divisions, other ministries/agencies, other government organizations, and non-government organizations. It means focusing one's efforts on discovering and meeting the needs of the customer/client.
- Teamwork and Co-operation is the ability to work co-operatively within diverse teams, work groups and across the organization to achieve group and organizational goals. It includes the desire and ability to understand and respond effectively to other people from diverse backgrounds with diverse views.