

JOB POSTING & POSITION PROFILE

Position Title:	Registry Administrator (Full Time)
Salary:	\$34.28 per hour / \$2,399.82 bi-weekly / \$62,609.62 per annum (35-hour workweek)
Benefits:	Dental care Employee assistance program Extended health care Life insurance Vision care

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 in downtown Vancouver, and its business hours are Monday to Friday, 8:30 am to 4:30 pm.

The position is full-time, in person, in office 5 days per week.

RESPONSIBILITIES

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, Deputy Registrar, or Registrar for next steps.
- Contacts parties 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, Deputy Registrar, or Registrar.
- Prepares disclosure of submissions to parties on appeals and reconsiderations.
- Prepare files and service assignments for Members.
- Review draft appeal and reconsideration 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 emails, directs calls / emails as is appropriate.
- Responds to questions from the general 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 email, 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.
 - Legally entitled to work in Canada.
 - Able to work in person Monday through Friday at the Tribunal's office in Vancouver.

APPLICATION REQUIREMENTS

Please submit a résumé, along with a cover letter indicating how you meet the qualifications of the position, to the attention of the Registrar by email (registrar.est@bcest.bc.ca) by no later than 12:00 pm on Friday, May 8, 2026.

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.