



## College of Physicians and Surgeons of British Columbia

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## JOB DESCRIPTION

### Registration Administrator, Registration

#### POSITION SUMMARY

Reporting to a manager, the registration administrator is responsible for tasks related to processing applications for registration and licensure and annual licensure renewal, the criminal record check process and compliance, the issuance of certificates of professional conduct, the transfer of data from the College to its external stakeholders, and to provide day to day oversight and support of staff.

#### DUTIES AND RESPONSIBILITIES

Duties include but are not limited to the following:

- process applications for registration and licensure
- final review and approval of applications for registration and licensure
- provide support during, and follow up for, the annual licence renewal period
- complete and review, requests for certificates of professional conduct
- support the end-to-end criminal record check process and compliance
- complete data corrections for the data transfers to external stakeholders
- prepare and submit referrals to other College departments (e.g. Health Monitoring, Legal, Complaints and Practice Investigations, etc.)
- coordinate the updating of procedure manuals and regular review and clean-up of the department's electronic storage
- maintain process and procedure manuals, application documentation, and as policies, processes and fees are changed, coordinate edits required to the College website, application documents, template letters and other correspondence
- provide oversight of staff

#### CONSEQUENCES OF ERROR / JUDGEMENT

The employee in this position is expected to perform professionally and make proper and sound decisions. Employee has access to a wide range of confidential information, which may be governed by the *Freedom of Information and Protection of Privacy Act (FOIPPA)*, so must make informed decisions regarding the release of information.

## SKILLS AND QUALIFICATIONS

Required skills and qualifications include:

- post-secondary education with training in administrative practices or an equivalent combination of education and experience
- a background in health care or working in regulatory environment is preferred
- medical/surgical terminology an asset
- previous experience interfacing with patients or the public is an asset
- proficient knowledge of Microsoft Office applications including Word, Access, Outlook and PowerPoint
- excellent editing and proof-reading skills
- excellent analytical and investigative skills
- ability to interpret, research and apply complex standards to provided information
- attention to detail and a high level of accuracy
- demonstrated high level of initiative, time management and organizational ability
- excellent communication skills, both written and verbal
- ability to organize and set work priorities
- ability to work both independently and as a team member
- ability to maintain a calm demeanor during busy or stressful times
- ability to exercise good judgment in recognizing scope of authority and protecting confidential information a must

The College of Physicians and Surgeons of British Columbia has been recognized as one of BC's top employers since 2011 and one of Canada's top 100 employers since 2014. Our goal is to attract, develop and retain highly talented employees. We offer an excellent working environment including a hybrid work-from-home/in-office model, opportunities for personal and professional growth, and a comprehensive benefits package.

All applications for this position must be submitted online at <https://www.cpsbc.ca/about/careers/employment-opportunities>.

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

The College welcomes all applicants and is dedicated to promoting a diverse, equitable and inclusive environment.