

Position Description

Position Title: Registration Manager

Reports to: Deputy Registrar and Director of Registration

Salary Range: \$68,900 - \$86,200 annual (equals \$35.33 - \$44.21/hr) plus pension and benefits

Base Locale: Vancouver, British Columbia



Forest Professionals British Columbia (FPBC) is the operational business name for the Association of BC Forest Professionals. This position is based in the Vancouver office and not eligible for full-time remote work.

POSITION OVERVIEW

The **Registration Manager** leads the administration and continuous improvement of Forest Professionals BC's registration (licensing) processes, certification programs, and trainee education initiatives. Combining problem-solving skills with a service-first mindset, this role ensures Forest Professionals BC's programs are efficient, fair, and defensible—upholding public trust while supporting the success of forest professionals.

Reporting to the Deputy Registrar and Director of Registration, the **Registration Manager** works with a high degree of independence, applying sound judgment in alignment with legislative, policy, and procedural frameworks. With emotional intelligence and conflict management skills, the manager acts as the first point of escalation for resolution of complicated registration matters.

Coupling their leadership skills with planning and coordination skills, the **Registration Manager** oversees trainee competency assessments, new applicant and registration workflows, trainee education programs, and certification and licensing processes while supervising the Registration Coordinator and Learning Management Coordinator. The role engages directly with registrants and applicants, collaborates with other Forest Professionals BC departments and statutory committees, and leads special projects.

Forest Professionals British Columbia (FPBC) registers and regulates the practice of forestry in BC. Forest Professionals BC is governed by a board of directors made up of eight elected registrants and four directors appointed by the provincial government. Forest Professionals BC was created under the Professional Governance Act (PGA) and is overseen by the Office of the Superintendent of Professional Governance (OSPG) in the Ministry of Post-Secondary Education and Future Skills.

Forest Professionals BC is committed to building a true and lasting vision of reconciliation with Indigenous Peoples. The organization and its employees reflect this commitment in all collaboration, partnerships, and business dealings with Indigenous Peoples.

The organization seeks to attract, retain, and develop a qualified, capable, and diverse workforce. Forest Professionals BC fosters a welcoming, inclusive, and respectful work environment.

SPECIFIC DUTIES

1. Trainee Competency Assessments (60%)

- Oversee the assessment of applications for registration as a trainee:
 - Review all applications to assess if the applicant has the necessary minimum educational standards for entry to the forestry profession;
 - Manage the Credential Assessment Process (CAP) for applicants applying from non-accredited post-secondary forestry programs;
 - Create recommendations and/or plans for additional education/courses for applicants who do not have the required educational background for entry to the forestry profession; and
 - Administer the appeals process for applicants who are required to undertake additional education as a requirement for their registration.
- Liaise with credential assessors of other national professional forester regulators, provincial credential evaluation services, accreditation agencies, and program administrators of post secondary institutions regarding certification of a trainee's skills and knowledge against a set of professional competency standards and/or about the accreditation/recognition of post-secondary forestry programs against defined educational standards for a forest professional.
- Conduct periodic review and updating of forms, guidance documents, and website content, including materials related to Forest Professionals BC external credential assessment.
- Monitor and facilitate the progression of trainees through their education program until they achieve independent practice rights.

2. New Admissions & Annual Registration Processes and Systems (20%)

- Oversee the administration processes related to:
 1. ongoing registration of existing registered forest professionals; and
 2. new applicants and trainees.
- Ensure consistent and defensible operational application of Forest Professionals BC Bylaws 5, 6, and 7 and other applicable governing legislation.
- Serve as the first point of escalation for registrant engagements and review and adjudicate non-standard or higher-risk registration matters, including exceptions and process failures, before referral to the Deputy Registrar and Director of Registration.
- Identify risks, gaps, or inconsistencies in existing policy and procedures; make recommendations regarding improvements and/or amendments.
- Lead the development of standard operating procedures.

3. Certification and Licensing Process Administration (10%)

- Lead and/or guide the application and review process for those seeking:
 - Limited licences
 - Certification in a technical occupation
 - Certification for a certified practice
- Routinely review certification policies, procedures, exams, and internal workflows and recommend updates and clarifications for improvements or streamlining processes based on operational experience.

4. Strategic Support & Operational Management (10%)

- Provide operational expertise to the Credentials Committee and related working groups, prepare and present reports, statistics, briefing notes, and other materials related to certification, admissions, and registration.
- Lead or support special projects primarily related to registration and certification such as development of certification criteria, new registration designations, and examinations.
- Directly supervise the Registration Coordinator and Learning Management Coordinator:
 - provide coaching, feedback, and performance management to ensure consistent, high-quality service delivery.
 - oversee staff training, cross-training, workload balance, and coverage to maintain operational efficiency across services and programs of the registration department.
 - Provide guidance and advice on the day-to-day operational administration of registration and learning management systems.

QUALIFICATIONS

Education

- Post-secondary degree is preferred for this role but not required.
- Preference will be given to applicants with degrees in public administration, business administration, public policy **OR** a degree or diploma in forestry or a natural resource area along with additional training and demonstrated experience in the key duties of the role.
- Forest Professionals BC is also willing to consider a combination of other post-secondary education, augmented by considerable related experience in the key duties of the role.

Experience

- Experience reviewing, interpreting, assessing applications (or similar documentation) for compliance with regulatory standards and requirements.
- Experience delivering front-line service, including triaging and resolving issues and advising clients on requirements and processes.
- Staff supervision and management experience.
- Experience drafting formal documents including policies or procedures, statistical summaries, reports (annual, quarterly and ad hoc) and other correspondence.

Knowledge of:

- Processes and procedures associated with the review and assessment of regulatory documentation (e.g., applications, submissions, or similar documents).
- Administrative fairness principles and their application in reviewing and assessing regulatory documentation, including applications and submissions.
- Applicable legislation (*Professional Governance Act*, *International Credential Recognition Act* and regulations), Forest Professionals BC bylaws, policy, and procedures associated with registration, certification.
- Software and web-based tools used to implement and deliver regulatory processes including Learning Management Systems, Registration Management Systems.

Abilities and Skills*Ability to:*

- Identify issues and challenges and apply insight and judgement to develop practical solutions.
- Take a service-first approach that achieves compliance while allowing for thoughtful flexibility where appropriate.
- Establish and maintain positive working relationships, including the ability to diffuse or mitigate interpersonal conflicts that may arise.
- Work productively and harmoniously as a team member, including the ability to elicit cooperation in shared initiatives and to interact effectively with senior leadership.
- Self-motivate and work independently with strong work habits and ethics.
- Use computer technology to communicate and network, research, and locate data and information; have an aptitude, awareness, and general comfort level with a variety of computerized applications and programs to efficiently deliver the work of the position (MS Office Suite, online applications, database technology, video conferencing applications (e.g., Zoom, MS Teams).

Skills:

- Analytical and problem-solving skills to react to and manage issues; awareness of when issues need to be escalated to a higher authority.
- Superior written communications skills required for the production a variety of documents and correspondence.
- Oral communication skills required to convey admission and registration policies and requirements to registrants, applicants, and others.
- A can-do attitude combined with the ability to anticipate needs.
- Prioritization and time-management skills required for a high-volume deadline-oriented workload; ability to respond quickly to issues that require tight turn-around times.

COMPETENCIES

- **Leadership** implies a desire to lead others, including diverse teams. Leadership is generally, but not always, demonstrated from a position of formal authority. The "team" here should be understood broadly as any group with which the person interacts regularly.
- **Problem Solving/Judgement** is the ability to analyze problems systematically, organize information, identify key factors, identify underlying causes, and generate solutions.
- **Planning, Organizing & Coordinating** involves proactively planning work and establishing priorities across multiple workflows and stakeholders. It includes monitoring progress to achieve results and adjusting plans as needed to ensure effective delivery of programs and services.
- **Teamwork and Cooperation** is the ability to work co-operatively within diverse teams, work groups, and across the organization to achieve group and organizational goals.
- **Conflict Management** is the ability to develop working relationships that facilitate the prevention and/or resolution of conflicts.
- **Listening, Understanding and Responding** is the desire and ability to understand and respond effectively to other people from diverse backgrounds. It includes the ability to understand accurately and respond effectively to the concerns of others.

INDIGENOUS RELATIONS COMPETENCIES

- **Cultural Agility:** the ability to work respectfully, knowledgeably, and effectively with First Nations and Indigenous Peoples.

ADDITIONAL REQUIREMENTS & INFORMATION

- Some, though infrequent, travel may be required.
- Forest Professionals BC is a member of BC's Public Service Pension Plan, a defined benefits pension plan. Employee participation in the plan is mandatory.
- This is a management position classified as **Band 3, Applied Leader**. Applied leader job management positions have independent responsibility to directly manage (and/or oversee staff, volunteers, or contractors) to deliver a product, service, or program component. They have experience in critical thinking and self-management competencies, and possess skills to effectively interact with internal and external people. They interpret and implement general instructions received from Band 4 or 5 management positions who hold the overarching accountability for the program their work cascades from.