



Customer Service and Organizational Support Coordinator

Reporting to the Director of Marketing Communications, the **Customer Service and Organizational Support** role will be the first point of contact at Recycle BC for many stakeholders. The incumbent will manage and respond to all customer service related inquiries as well as play a key role in communications and supporting the Recycle BC team and office. The successful candidate will also get to play a role in a wide variety of projects, working in a collaborative environment.

Key Responsibilities

Customer Service

- Primary representative of Recycle BC to residents and guests in person and over the phone.
- Receive and respond to resident phone calls and emails, in regards to general inquiries or customer complaints; escalating more specific inquiries to the relevant team member.
- Track customer interactions in relationship management software and other software as necessary; develop corporate resources to identify trends in customer concerns and initiate proactive response measures, ensure consistent messaging and build efficiencies when answering future inquiries.
- Attend collection and post collection meetings as necessary to share input from resident interactions with the team and keep up to date with operations.
- Greet and coordinate arrival of office visitors.

Communications

- Help to identify resident concerns and emerging issues; work with Director of Public Affairs to research issues and draft key messages.
- Identify potential communication and outreach opportunities based on resident feedback to support proactive communications.
- Work with marketing communications team to develop education materials and support outreach related to resident feedback.

Event Planning

- Coordinate on- and off-site events and meetings, including venue planning, meal planning, tracking RSVPs, transportation arrangements, etc.
- Act as project lead when necessary for both internal and external events and meetings.
- Coordinate local and provincial government representative meetings to support Public Affairs outreach and engagement strategy.



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Office Management

- Liaise with landlord/office building staff regarding maintenance items, cleaners, garbage/recycling etc.
- Liaise with suppliers as necessary to ensure photocopier, printers, phone system, etc. are in good working order.
- Responsible for health and safety preparedness of office staff (coordinating safety drills, ensuring safety equipment is present and up to date, onboarding new employees to safety procedures).
- Provide basic IT support, liaise with central IT team to resolve any office related IT issues.
- Maintain a clean and organized storage system for all physical materials in the office including promotion and education material, collector material, office supplies, key documents, sample materials, collection containers, etc., ensuring shared spaces remain tidy.
- Establish efficient and effective office processes as needed.

Administration

- Manage incoming and outgoing mail and courier services.
- Conduct shipping and receiving of collector material, promotion and education material, office supplies, etc.
- Ensure adequate stock of office supplies including kitchen supplies.
- Track and coordinate submittal of paperwork (expense reports, credit card statements and receipts, vacation schedules, etc.) to appropriate group.

Other

- Assisting other team members in various tasks and projects as available.
- Ensure the organization and its vision, mission and values are consistently presented and demonstrated in a strong and positive image to relevant stakeholders.
- Lead by example in establishing and driving organizational culture; consistently model the organizational values.

Desirable Skills:

- Excellent communication skills, both written and verbal.
- Detailed organizational, project management, and planning skills, with strong attention to detail.
- Ability to prioritize and multi-task.
- Strong interpersonal skills.
- Great team player with a collaborative approach.
- Experience with various stakeholder groups.
- Ability to deliver scripted responses in reply to inquiries.
- Ability to logically compile and logically address the facts to identify emerging issues.
- Proficient in Microsoft Word, Microsoft PowerPoint, and Microsoft Excel.
- Experience using enterprise relationship management (ERM) or customer relationship management (CRM) software.



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Desirable Attributes:

- Self-starter with lots of initiative, someone who can identify opportunities for improvements and has the initiative to make it happen.
- Can-do attitude; willingness to go above and beyond in service and support.
- Works well on their own and as part of a team.
- Ability to maintain composure and professionalism in all situations regarding service to customers.
- Enjoys a balance of planned activities and ad hoc problem solving.

Desired Qualifications:

- Post-secondary education in communications, public affairs, marketing, or business administration.
- 2-5 years in a similar role.

Recycle BC - Who We Are

Recycle BC is a not-for-profit organization responsible for residential packaging and paper recycling throughout British Columbia. Recycle BC ensures packaging and paper is collected from households and recycling depots, sorted and recycled responsibly. The Recycle BC program is funded by businesses, like retailers, manufacturers and restaurants that supply packaging and printed paper to BC residents, to shift recycling costs away from home owners. Learn more at RecycleBC.ca.

To Apply

Please send cover letter and resume demonstrating why you would be a great fit for this role to humanresources@cssalliance.ca by **March 4, 2020**

Please indicate in the subject line which role you are applying for. We thank all candidates for their interest, however, only those under consideration will be contacted. Recycle BC is an equal opportunity employer.