



JOB OPPORTUNITY

Coordinator, Collection

Who we are:

Recycle BC is a not-for-profit organization responsible for residential packaging and paper recycling throughout British Columbia, servicing over 1.85 million households or over 98% of BC.

We ensure packaging and paper product is collected from households and recycling depots, sorted and recycled responsibly. Recycle BC provides recycling services either directly to communities or by working in partnership with collectors like local governments, First Nations, private companies, and other not-for-profit organizations. 169 communities participate in our recycling collection program and more are serviced by our recycling depots. Each year over 200,000 tonnes of material is collected from households and depots.

Our program is funded by businesses, like retailers, manufacturers and restaurants that supply packaging and paper product to BC residents, shifting costs away from homeowners.

Recycle BC originally launched in 2014 as Multi-Material BC (MMBC).

What we care about:

We care about our business and our people. We want to work with a motivated, detail-driven team player who will build great relationships with our small dedicated team, our service partners and our stakeholders. Our values of innovation, trust, knowledge, service and respect should resonate with you.

We offer competitive salaries and an extensive benefits package that includes a Professional Development benefit, Personal Wellness Benefit, RRSP matching program, and medical/dental group benefit coverage.

Position Overview:

A key member of the Collection Team, the **Coordinator, Collection** will provide support to the Recycle BC program by assisting in the administrative oversight of collection service providers for residential recycling service. This role reports to the Director, Collection and is based out of our North Vancouver office.

General Responsibilities:

- Manage the administrative processes associated with onboarding new collection service providers and apply changes to collection contracts. Liaise with service providers and other team members to ensure all documents and procedures are completed.
- Compile, analyze and deliver data metrics and scorecards to collection service providers and assist in developing intuitive analytical tools for use by internal and external stakeholders.
- Monitor service level performance of collection service providers in accordance with signed collection agreements and work with other team members to resolve issues as required.
- Assist with communications to collection service providers, including managing and updating service provider lists and contacts, responding to email and phone inquiries and distributing notices and updates

- Provide technical support to team members and act as a liaison between team members and departments on technical tools such as CRM software and SAP systems.
- Work with collection service providers to foresee and proactively resolve issues and complaints, and work towards best practices.
- Collaborate with other team members to gather information, conduct research and analysis, and develop strategies necessary to achieve the objectives of the program.
- Participate in collection projects and pilots and assist in the development of project work plans, timelines and summary reports.
- Work with other team members as needed for the oversight and validation of collection and post-collection material flow in the field.

Knowledge, Skills and Experience:

- Post-secondary education in disciplines related to business operations and administration, supply chain, environmental studies, or sustainability are beneficial but not required.
- Proficiency in MS Office Excel, Word and PowerPoint. Experience with CRM software (C4C), SAP systems and data visualization tools such as PowerBI is an asset.
- Strong analytical and problem-solving skills. Ability to conduct detailed analysis and provide summaries and recommendations.
- Ability to work independently on a daily basis.
- Excellent verbal and written communication skills. Ability to prepare clear and concise administrative and technical reports.
- Excellent interpersonal skills and ability to build strong relationships.
- Strong organizational skills and ability to effectively create and implement project plans.
- Knowledge of waste management, materials management, commodity markets, and logistics or related operational business activities is beneficial but not necessary.

To Apply:

Please send cover letter and resume demonstrating why you would be a great fit for this position to humanresources@cssalliance.ca by: **Friday, March 20, 2020.**

Please indicate clearly in the subject line what position you are applying for.

We sincerely thank all candidates for their interest, however, only those under consideration will be contacted.

Recycle BC is an equal opportunity employer.