



## JOB OPPORTUNITY

# Collection Specialist; Maternity leave (18 months)

### Who we are:

Recycle BC is a not-for-profit organization responsible for residential packaging and paper recycling throughout British Columbia, servicing over 1.86 million households or over 99% of BC.

We ensure packaging and paper product is collected from households and recycling depots, sorted and responsibly managed and recycled. 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. 176 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 and medical/dental group benefit coverage. Travel expenses related to the Collection Specialist position are reimbursed at competitive rates.

### Position Overview:

A key member of the Collection Team, the **Collection Specialist** will provide support to the Recycle BC program by ensuring the operational policies and practices established by Recycle BC are clearly communicated, understood and followed by collection service providers. The Collection Specialist will lead the implementation of collection projects in designated direct service areas (curbside and multi-family services areas serviced directly by Recycle BC) and will provide oversight of the operational and customer service activities provided by collection service providers in those areas.

This role reports to the Director, Collection and will have a flexible work place, working from either a home office or Recycle BC's North Vancouver office.

### General Responsibilities:

- Provide strong, active and consistent oversight of collection service providers and actively manage all aspects of collection in designated direct service areas;

- Monitor service level performance of collection service providers in accordance with signed collection agreements. Employ standards, scorecards, codes of conduct and detailed procedures for collection service providers and oversee their implementation;
- Work with collection service providers to foresee and proactively resolve issues and complaints, and work towards best practices;
- Compile and analyze data related to designated direct service areas, and provide regular status reports and analyses;
- Work collaboratively with applicable local government and collection service provider staff to gather information, problem solve and develop/implement necessary procedures;
- Build relationships with collection service providers and provide in-field training on established policies and practices;
- Monitor customer service procedures and work collaboratively with collection service providers to resolve any service-related issues;
- Assist with residential communication efforts in applicable service areas;
- Work with other team members as needed for the oversight and validation of collection and post-collection material flow in the field and coordinate with other Collection Specialists to ensure consistent management of all direct service areas;
- Collaborate with other team members to gather information, conduct research and analysis, to test ideas and conclusions, and in the development of plans and strategies necessary to achieve the objectives of the program;
- Gather and analyze in-field best practices and make recommendations on how these best practices can be incorporated into the Recycle BC program; and
- Participate in sustainability forums (e.g. conferences) to gain understanding of sustainable materials management and contribute knowledge and perspective.

### **Detailed Responsibilities:**

- Operational Oversight
  - Develop and refine detailed operational protocols, procedures and codes of conduct, and oversee their active implementation;
  - Establish regular meetings with each collection service provider, including management and route supervisors, to review implementation of key projects and protocols and pro-actively address operational issues;
  - Develop and implement contingency plans for both planned and unplanned events, including service disruptions, service quality issues, weather events and post-collection disruptions;
  - Provide regular in-field training and oversight of collection service providers managers, route supervisors and collection staff;
  - Conduct regular spot-checks of operational protocols in the field, including through the use of ride-along, curbside audits and observing driver behavior at receiving facilities;
- Customer Service Oversight
  - Monitor customer service protocols, procedures and codes of conduct;
  - Assist the Communications Team in the development of customer service scripts and templates for all means of resident enquiries (emails, phone calls, voicemails etc.) for collection service providers and internal staff;
  - Coordinate with other team members to triage resident enquiries and complaints directed to Recycle BC and ensure collection service providers' customers service staff are managing enquiries appropriately;

- Respond to residents with escalated customer service complaints as required and develop proactive strategies to reduce the issues or disruptions leading to escalated complaints;
- Ensure the consistent use and submission of customer service reports, actively review reports and develop recommendations and strategies from the findings, as applicable;
- Provide regular training and oversight of collection service providers' customer service staff and supervisors;
- Conduct regular spot-checks of customer service staff activities and address issues as required;
- Data Analysis
  - Assist in the development of data scorecards and reports that allow efficient analysis of key metrics by team members and collection service providers;
  - Regularly review, analyze and summarize data scorecards and reports pertaining to direct service areas to proactively find and address operational issues;
  - Key metrics include but are not limited to contamination rates, tonnage by material stream, operational behavior and trends by truck and driver, missed collection rates and container replacement rates;
- Projects and Pilots
  - Oversee the implementation of service changes, transitions from local government to Recycle BC managed service, and transitions from one collection service provider to another as applicable;
  - Manage priority projects and pilots in a consistent and disciplined format, including by maintaining meeting minutes, timeline documents and written reports, and ensure all applicable team members and collection service providers' staff complete necessary tasks on agreed timelines;
- Collection Container Management
  - Develop and refine collection container purchase and inventory procedures and oversee their implementation;
  - Build relationships with collection container vendors, gather information on container types, pricing and other variables and coordinate purchasing processes;
- Local Government Outreach
  - Build relationships with local government jurisdictions in designated direct service areas, meet regularly on shared issues and coordinate on applicable projects;
  - Develop and refine policies and procedures on issues of shared concern and ensure consistent application by all parties (e.g. collection schedule changes, customer service forwarding etc.);
  - Coordinate regular and timely submissions of necessary information (e.g. household additions and demolitions);
- Administrative Oversight
  - Develop and refine administrative processes, procedures and projects pertaining to collection management and oversee their implementation;
  - Maintain an accurate list of addresses receiving service in each designated direct service area (including detailed service information), verify address and service anomalies, and track household changes (additions and removals);
  - Coordinate with information technology service providers (e.g. Recollect) and Communications Team to ensure the accuracy of information included on Recycle BC's website and app, including address based searches of collection schedules and service information; and
  - Coordinate with Communications Team members on the development and distribution of promotion/education materials and activities, including mailings of recycling guides.

#### **Knowledge, Skills and Experience:**

- Post-secondary education. Disciplines related to environmental studies, sustainability, supply chain, operations or engineering are beneficial but not necessary.

- 5 years' work experience in operational optimization, waste management, logistics contracting or related roles is beneficial but not necessary.
- Direct experience in paper and packaging recycling, stewardship, or related field is beneficial but not necessary.
- Ability to conduct detailed analysis and provide summaries and recommendations.
- Knowledge of waste management, materials management, commodity markets, and logistics or related operational business activities is beneficial but not necessary.
- Strong negotiation and conflict resolution skills.
- Strong leadership skills with an 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.
- Excellent organizational skills and ability to effectively create and implement project plans.
- Willingness to work flexible/extended working hours in order to meet deadlines during peak periods.
- Regular travel within the province and a vehicle in good working order will be required.

**To Apply:**

Please send cover letter and resume demonstrating why you would be a great fit for this position to [humanresources@rralliance.com](mailto:humanresources@rralliance.com) by: **Friday, March 11<sup>th</sup>, 2022.**

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.