



# JOB OPPORTUNITY

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## Manager, Material Services

### Who we are:

Recycle BC is a not-for-profit organization responsible for residential packaging and paper recycling throughout British Columbia, servicing over two million households or over 99% of BC. We ensure packaging and paper products are 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. Over 195 communities participate in our recycling collection program, and more are serviced by our recycling depots. Each year over 200,000 tonnes of material are collected from households and depots. Our program is funded by businesses, like retailers, manufacturers and restaurants that supply packaging and paper products to BC residents, shifting costs away from homeowners. Celebrating 10-years of operations, Recycle BC was the first full extended producer responsibility program for packaging and paper in North America.

### Extended Producer Responsibility

Extended producer responsibility, or EPR, is a policy approach in which producers – the businesses that supply packaging and paper to residents – are financially and, in some cases, operationally responsible for those materials over their full life cycle, including end-of-life management. Recycling programs founded on the principles of EPR have the following benefits:

- Improve recycling rates
- Facilitate investments in recycling infrastructure and technology
- Create an integrated material management supply chain
- Increase program efficiencies
- Support broader promotion and education

EPR is an effective mechanism for improving recycling rates and advancing the circular economy.

### 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 dedicated team, residents, our partners, and other interested parties. Our values of innovation, trust, knowledge, service, and integrity 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. Any travel expenses incurred related to the position are fully reimbursed and mileage is also reimbursed at competitive rates.

We work in a hybrid work environment that enables team members to work at our office and/or remotely.

### Position Overview:

The Manager, Material Services is responsible for directly managing the Centre for Material Intelligence, which includes providing the service of Recycle BC inbound composition audits, special audits and other project audits. This person will also work with the Manager, Post-collection, to ensure all receiving facilities meet their requirements per the Post-collection Statement of Work, for example the accuracy of all weigh scales, in-field audit sampling procedures and adherence to standards. This position will also support all related studies and initiatives which require the use of the Centre for Material Intelligence or its related processes and procedures. A focus on continuous improvement will ensure the latest processes and technologies are considered and implemented as applicable to ensure reliable, efficient, and accurate data is available to support both Recycle BC and the other initiatives.

### **Responsibilities:**

#### Centre For Material Intelligence (CMI):

- Oversee the operations of the CMI and the management of equipment, including adhering to a preventative maintenance schedule, to ensure that the CMI is ready to operate at all times.
- Working with CM Human Resources, ensure the facility is fully staffed and can accommodate turn-over of personnel, vacation schedules, illness, etc. while still achieving throughput targets.
- Conduct capacity planning and scheduling and work with stakeholders to be able to plan and execute all required studies and audits related to the CMI.
- Participate in the improvement and execution of auditing tools to ensure efficient and effective tools are implemented that drive productivity, reduce error, and enable performance management tracking.
- Build a culture of safety both inside and outside of the facility. Work with CM, and WorkSafe BC as appropriate, to set safety standards, elect safety champions, hold weekly safety meetings, and report any safety incidents. Prepare a contingency plan for a spill or hazardous substance release.
- Direct and manage the Audit Team Supervisor to ensure the audit work is performed accurately and efficiently, and all service deliverables are met in a timely fashion. Track and measure productivity.
  - Train and mentor as appropriate, with consideration toward their future growth within the organization.
- Oversee and approve the audit results, addressing any mistakes as necessary and implementing process improvements to help eliminate repetitive issues. Ensure all record keeping is accurate, input into the CM system as required, and meets all reporting requirements.
- Ensure sample results that contain high or unusual amounts of contamination are posted in ERMA, flagged, and passed on to the Collection team to address directly with the Collector.
- Coordinate activities related to special studies by identifying additional sorting categories, overseeing necessary logistics and sorting arrangements, and communicating special requirements to the audit team. Produce necessary information for invoicing the special studies as required.
- Ensure CMI is kept in a clean, maintained, and well-organized state, including proper storage and organization of audit samples, audited materials, and the overall general state both inside and outside.
- Ensure audited materials are collected and properly disposed of based on their optimal end fate disposition on a regular basis.
- Work with post-collection partner to ensure audit samples are properly collected from receiving facilities and delivered to the CMI.
- Ensure facility equipment is maintained and maintenance audits are performed regularly. Ensure equipment is used correctly by audit team(s).
- Work with the Director, Operations Support to develop and maintain the budget for CMI operation.

#### Post Collection:

- Work with Director, Post-collection to ensure all receiving facilities contracted by the post-collection contractor meet the requirements as set out in the Post-collection Statement of Work (SOW). For example,
  - Ensure the weigh scales are maintained in working order and are properly calibrated as outlined in the SOW.
  - Ensure audit samples are taken and handled correctly. Help train receiving facilities on how to properly take audit samples and monitor their performance and provide feedback and support as necessary.
- Prepare and maintain procedures and standards which help streamline and standardize the operation of the post-collection network, and based on the requirements set out in the SOW.
- Build and manage relationships with post-collection partners.
- Provide oversight to the post-collection network for material handling in accordance with established program and operational plans to achieve diversion targets.

Monitor service level performance in accordance with signed post-collection agreement working with CM as per required reports. Monitor compliance to ensure that contractual, provincial and regulatory requirements are met by the service providers as it pertains to material handling.

#### Desirable Skills and Attributes:

- Ability to lead teams and meet objectives.
- Ability to conduct detailed analysis and provide summaries and recommendations.
- Excellent verbal and written communication skills.
- Good relationship building skills.
- Excellent organizational skills and ability to effectively create and implement project plans.
- Drive for continuous improvement and the ability to effectively execute against continuous improvement initiatives.

#### Qualifications

- Post-secondary education related to business, supply chain or program administration.
- Audit qualifications, such as internal auditor or facilities auditor, are preferred.
- At least 5-7 years in an operations environment, preferably with supply chain experience in a business or a private sector/municipal sector waste management environment.

#### Working Conditions

- Travel throughout the province may be required to visit post-collection sites. Valid provincial driver's license required.
- Peak work period (quarter reporting, business planning/budgeting, year end inventory counts) may require extended hours to meet deadlines.

To apply for this role, please submit your resume via email to [David.litherland@summitsearchgroup.com](mailto:David.litherland@summitsearchgroup.com).