JOB OPPORTUNITY

SPECIALIST, COLLECTION

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 **Collection Specialist** is responsible for overseeing collection operations, including direct service and non-direct service contracts. The Specialist works directly with collection service providers and other stakeholders to ensure the operational policies and practices established by Recycle BC are clearly communicated, understood and followed in practice resulting in greater overall efficiency and effectiveness in operations.
This position will lead the implementation of collection projects in designated regions of the province for all types of collection and will provide oversight of the operational activities provided by collection service providers in those areas. The Specialist is the primary point of contact for collectors and contractors and is responsible for defining strategic priorities, maintaining compliance and material quality, and optimizing value-generating relationships while administering remediation and intervention as required with collection service providers. This role reports to the Manager, Collection.

Responsibilities:

Collection Oversight

- Be the primary contact for collection service providers and actively manage all aspects of collection systems in a defined region of the province, including managing the onboarding of new collectors, changes to collection models and contract terminations.
- Manage and build relationships directly with collectors and oversee all aspects of program operations, including in-field training, site visits and managing escalations as necessary; overseeing collection service providers to ensure operational and Program Plan targets are met.
- Leverage relationships to teach, train, troubleshoot, problem solve, collaborate, implement, learn, and resolve key operational and program plan issues and objectives.
- Actively monitor field reports, collection data, contamination results and other sources of information to identify collectors with highest priority compliance and quality assurance issues (contamination, hazardous and out of scope materials, etc.).
- Working with the Manager, Collection and other Collection Specialists, actively assess key metrics, in-field best practices and recommend opportunities to pursue high performance standards and implement processes to enhance operational efficiency and effectiveness, increase recovery rates or implement processes to enhance program success and effectiveness.

Development and Maintenance of Tools, Standards, and Best Practices:

- Participate in the development and roll-out of vendor standards, scorecards and protocols to define operating standards, document templates and design, management of appropriate document tracking, filing and updating for use by the Collection team and oversee their implementation.
- Collaborate with other team members to gather information, conduct research and analysis, test ideas and conclusions, and develop plans and strategies necessary to achieve the objectives of the program.
- Develop and refine policies and procedures on issues of shared concern with Direct Service local governments and ensure consistent application by all parties (e.g. collection schedule changes, additions/removals of new households, customer service forwarding etc.).

- Manage and build relationships with all Recycle BC teams and team members to foster organization synergies, ensuring collaboration with post collection, special projects, knowledge of First Nations, GHG reporting, etc., to provide feedback and assistance as needed.
- Follow dispute resolution protocols should change or other issues require escalated management.
- In Direct Service areas, coordinate closely with the Manager Direct Service Support to maintain and inform accurate data sets, reporting and statistics related to collection in Direct Service areas.
- Coordinate with Communications team members on the development and distribution of promotion/education materials and activities, including development of recycling guides, website and app content and define processes to utilize communication processes like Recollect effectively.

Program operations and strategic development

- Develop operating procedures and project templates to standardize operations and increase efficiencies across the provincial network.
- Work closely with the Manager, Collection prior to initiating or executing changes that impact the collection and post-collection network and related commercial arrangements to ensure that the terms and conditions for change in the collector agreements are followed.
- Oversee the implementation of service changes, transitions from local government to Recycle BC managed service, and transitions from one collection service provider or service type to another as applicable.
- Develop and implement projects aligned with annual operating plans and Program Plan key metrics, including reducing contamination rates, enhancing in-scope material capture rates, increasing operational efficiencies, standardizing processes, trialing new collection models, etc.
- Assist in the coordination and development of annual collection guides for Direct Service areas, working with local governments, contractors, and Recycle BC team members to execute.
- Conduct public outreach on an occasional basis to ensure understanding of the Recycle BC program; acting as a program ambassador at public events, conferences and speaking engagements to promote trust in and values of Recycle BC.

Further Responsibilities for This Role:

- Provide assistance to, and cover when needed, the Resident Support Coordinator.

Interpersonal/Communications:

a) Internal Relationships

- Coordinate with Recycle BC team, the post-collection service provider and Circular Materials as required on implementation of collection service provider changes, modifications to vendor standards and promotion & education campaigns.
- Work closely with Collection team members to develop plans and processes for effective field and contractor oversite; develop and ensure necessary information and resources are used consistently to facilitate collection site communication, training & other support.
- Work with Manager, Collection on Program planning, project execution, priority development, onboarding and initiating or executing changes that impact the collection and post-collection network and related commercial arrangements.

- Coordinate with the Post Collection team for effective and efficient supply chain oversite and optimization of program operations.
- Work closely with the Operations Support team and Marketing and Communications team to coordinate process development and outreach activities and support program operations.
- Collaborate with the Recycle BC team and Western Canada team for program support, ensuring collectors are submitting required reports (i.e. GHG reporting, Cost Study Reporting, etc.) and assisting the Indigenous Relations representative with the onboarding and engagement with First Nation communities.

b) External Relationships

- Collection service providers and commercial partners
- Local government/municipal service providers & First Nations
- Stewardship and related associations
- Extended field services: i.e., summer students, field auditors

Responsibility:

a) Supervision

- Indirect reports: Summer Students

Desirable Skills and Attributes:

Knowledge/Competencies/Skills

- Ability to conduct detailed analysis and provide summaries and recommendations.
- 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.
- Proficiency in MS Office Excel, Word and PowerPoint and strong operational software management capabilities, including ability to analyze and synthesize data.

Qualifications

Education:

- Post-secondary education related to environmental studies, sustainability, supply chain, operations, related disciplines.

Experience:

- At least 5 years in an operations environment, preferably with supply chain experience in a business or a private sector/municipal sector waste management environment.

Working Conditions

- Flexible work arrangement: Currently, Recycle BC operates in a hybrid capacity, with weekly in- office expectations to supplement a work from a home-based office. Travel to Recycle BC office in North

Vancouver for meetings or activities on a frequency to be determined plus when notified that attendance is required.

- Travel throughout defined region of province will be required to visit collection sites. Occasional travel to other areas of the province to conduct site inspections and meet with various partners.
  Travel may also be required to attend workshops and conferences.
- Valid BC driver's license required.
- Peak work period may require extended hours.

Application Process

To apply, please submit your resume to this posting or email it directly to Alexandra.Bunardzic@summitsearchgroup.com. Only qualified candidates will be contacted.
We are committed to fair and equitable hiring practices. We encourage applications from all candidates regardless of ethnicity, race, religious beliefs, disability, age, gender identity, or sexual orientation.
Accommodations are available upon request for candidates participating in all aspects of the recruitment and selection process.