Western Canada Operations Data Analyst

Who we are:

The Western Canada team manages two extended producer responsibility programs for residential packaging and paper recycling – one in British Columbia and one in Saskatchewan.

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.

SK Recycles is a Saskatchewan-based not-for-profit organization that supports businesses supplying packaging and paper to meet their obligations under Saskatchewan's Household Packaging and Paper Stewardship Program Regulations. SK Recycles is responsible for management and recycling of household packaging and paper, distributed to Saskatchewan residents by businesses. We partner with local governments, First Nations, and Métis communities, private companies and other organizations to collect these materials and work with businesses and organizations to receive, sort, and recycle, so that all packaging and paper can become new materials. To advance packaging and paper recycling, SK Recycles will provide support and education, while expanding opportunities to make recycling easier and more consistent across the province.

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, 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 in relation to the position, including mileage at competitive rates, will be fully reimbursed.

We work in a hybrid work environment that enables team members to work at the SK Recycles office in Saskatoon, the Recycle BC office in North Vancouver or a remote work location.

Position Overview:

The **Western Canada Operations Data Analyst**, reporting to the Western Canada Manager, Operations Data, is responsible for building and maintaining operational datasets and reports that are critical to ensuring the ongoing success and continuous improvement of collection and post-collection activities consistently across all Western Canada programs. This role is crucial in transforming raw data into actionable insights, enabling informed decision-making across the organization.

General Responsibilities:

- Develop comprehensive Power BI reports and dashboards in collaboration with relevant departments, from gathering requirements to publishing.

- Manage and maintain the "Master Dataset" to ensure all data sources are connected and accessible. Create custom measures within Power BI using DAX and Power Query.

- Compile, analyze, and deliver operational data metrics and scorecards. Assist in developing intuitive analytical tools for internal and external stakeholders.

- Harmonize collection and post-collection reporting and metrics across all jurisdictions, building on existing tools and methods.

- Prepare and maintain procedures and standards to streamline and standardize the activities of the Operations Support department. Develop appropriate documentation including business glossaries to support end users

- Maintain all relevant reporting documentation related to the Recycle BC or SK Recycles program in a central repository. Monitor service level performance of collection and post-collection partners in accordance with signed agreements and work with other team members to resolve issues as required.

- Monitor other third-party contracts and agreements related to collection and post-collection, including those with vendors, partnerships, and stewards, to ensure actions, reporting, and payment, etc. comply with the terms agreed to. Provide guidance and support for pilot projects and new technology implementations.
- Ensure compliance with relevant regulations and contractual obligations.
- Identify and mitigate risks related to data operations and reporting.

- Provide technical support to team members and act as a liaison between team members and other departments on technical tools such as CRM software, Power BI, AWS, and SAP systems.

- Collaborate with team members and partners to gather information, conduct research and analysis, and develop strategies to achieve program objectives.

- Participate in collection and post-collection projects and pilots, assisting in the development of project work plans, timelines, and summary reports.
- Maintain an integrated supply chain view that links supply, collection, post-collection, and audit activities.
- Collaborate with various departments to optimize current technologies and implement new technology to improve operational processes.
- Embrace a Continuous Improvement mentality, assessing processes and tasks with a goal of waste reduction and standardization.
- Support the adoption and basic use of JIRA within the team for tracking issues, feature requests, and project-related workflows.
- Assist with setting up boards, filters, and dashboards in JIRA to streamline cross-departmental collaboration.
- Collaborating with IT and project leads to ensure JIRA tickets reflect key milestones and blockers in operations-related initiatives.
- Maintain robust communication with stakeholders overseeing the Recycle BC and SK Recycles ecosystems to ensure data accuracy, integrity and alignment with our SAP systems

Skills and Attributes:

- Proficiency in DAX, MS Office Suite, particularly Excel, Power Query and Power BI including ability to analyze and synthesize data.
- Experience with CRM software (C4C), SAP (Business Warehouse, SAP S4HANA), AWS, Microsoft Dynamics and other data analysis tools.
- Basic user-level knowledge of JIRA (or similar project management software) for task tracking and agile workflow support.
- Proven ability to automate repetitive reporting tasks in Power BI and identify opportunities to streamline data pipelines.
- Comfort with version control of dashboards and queries through a structured release and review process (e.g., SharePoint, JIRA tickets, or DevOps workflows).
- Strong analytical and problem-solving skills. Ability to conduct detailed analysis and provide summaries and recommendations clearly and concisely.
- Excellent verbal and written communication skills.
- Excellent communication and interpersonal skills and the ability to build strong relationships cross-functionally.
- Excellent organizational skills and ability to effectively create and implement project plans.
- Strong organizational and time management skills.

Qualifications

- Post-secondary education in information technology, analytics, business operations, administration, or supply chain is beneficial but not required.

- Experience:

- At least 2 years of experience in the data analytics field, primarily working with Excel and Power BI. Experience in operational optimization, process improvement, and management is an asset.

Additional Information

- Flexible work arrangement: travel to Recycle BC and SK Recycles office for meetings or activities on a frequency to be determined plus when notified that attendance is required.

- Travel may also be required to attend workshops and conferences.

- Peak work period (quarter reporting, business planning/budgeting) may require extended hours.

To apply for this role, please submit your resume via email to david@summitsearchgroup.com.