



JOB OPPORTUNITY

Manager, 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:

Reporting to the Western Canada Director, Collection, the Manager, Collection is responsible for participating in and managing the Collection team's activities across the province of British Columbia. The Manager works directly with service providers and other stakeholders to ensure that the operational agreements, policies, and practices established by Recycle BC are clearly communicated, understood, and followed in the field, leading to increased material collection and diversion rates.

In coordination with the other Manager, Collection, this role is responsible for defining strategic priorities for the collection department, developing direct and non-direct service collection processes and overseeing collection operations. This role has a special focus on process improvement, change management and project execution.

Responsibilities:

Management of Collection Processes and Team Members

- Implement and manage the collection network for materials in accordance with the established program plan, annual operational plan and budget, and collection Statements of Work.
- As determined, manage Collection Specialists in the oversight and on-the-ground management of collection process and operations.
- As required, recruit, orient, direct and performance manage the Recycle BC collection team, including summer students; providing effective managerial oversight, ensuring work plan objectives and program expectations are achieved.
- Provide formal collection channel status reports on a quarterly basis and informally as required.
- 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, IC&I, hazardous and out of scope materials, etc.).
- Manage and build relationships directly with collectors and oversee all aspects of program compliance in the defined geographic area of the province, including in-field training and managing escalations as necessary.
- Manage the operations of the Recycle BC Direct Service communities, coordinating with other Collection Managers to ensure alignment and continuity with annual Direct Service program projects and requirements. Work with Operations Support department on the administration and communications related to these contracts.
- Promote and support team members' involvement in public outreach to support public understanding of the Recycle BC program.

Development and Maintenance of Tools, Standards, and Best Practices

- Identify and lead the development and roll-out of service provider standards, forms, scorecards and protocols to define and standardize operational requirements.
- Oversee collection department document management. Identify and develop collection related documents, including procedures, project documents, manuals and forms, ensuring these documents are updated, relevant and accessible.
- Implement consistent and robust contamination oversight and remediation processes including scorecards, action plans and audit protocols with the Recycle BC and Circular Materials teams as needed.

- Gather and analyze in-field and industry best practices and devise strategies to incorporate into the Recycle BC program and opportunities to share these best practices with program stakeholders.
- Work closely with the Manager, Data Operations to analyse program data and support the development of dashboards that enable data-driven decision making and collection optimization to meet Program targets and objectives.

Program Operations and Strategic Development

- Work closely with the Western Canada Director, Collection on operational planning, strategic development and prioritization of collection team efforts.
- Manage and build relationships with all Recycle BC team members and department functions to ensure cross-functional collaboration towards program strategic objectives.
- Ensure comprehension of First Nations engagement and GHG reporting to provide feedback and assistance as needed.
- Participate in the annual budgeting and operational planning process, including onboarding proposals, pilot and project development and annual operation plan development.
- Provide support and coordination to Recycle BC supply chain cost analyses and cost studies.
- Promote and facilitate the implementation of the Recycle BC Program Plan requirements across the collection network.
- Conduct public outreach on occasion 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 the values of Recycle BC.

Additional Responsibilities

- Assist and cover when needed the onboarding and training for new Recycle BC team members, coordinating with internal departments for all onboarding and training processes.
- Coordinate with the Manager, Special Projects and Manager, Direct Service Support for management of Direct Service community transitions.
- Project manages one-off and pilot collection projects as required.

Relationship Management

- Internal Relationships
 - Coordinate with Recycle BC team, post-collection service provider(s) 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 collection oversight.
 - Work with Western Canada Director, Collection on program planning, project execution, priority development and development of annual budgets and operating plans, quarterly process and supply chain analyses.
 - Coordinate with the Post-Collection team for effective and efficient supply chain oversight 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.
- External Relationships
 - Collection service providers
 - Local government/municipal service providers & First Nations
 - Stewardship and related associations
 - Extended field services: i.e., summer students, field auditors, etc.
 - Commercial partners

Supervision

- Direct reports: Not Applicable
- Indirect reports: Summer Students
- Oversee the work of outsourced or contracted service providers and ensure they perform in accordance with contracted terms and conditions.

Resources/Budget

- This position is responsible for achieving program plan targets within the approved Recycle BC annual operating plans within the Recycle BC approved budget.

Decision Making

- Hiring, performance management and approval of vacation and travel schedules of direct reports.
- Provide input and make recommendations for operational strategies related to the stewardship program.

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, and 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

Working Hours

- Covering the core hours of operation, 9:00 AM to 3:00 PM local time, this is a Full-Time position, scheduled forty (40) hours per week, working not less than 37.5 hours per week.
- Extra or flexible hours may be required on occasion.
- Peak work period (quarter reporting, business planning/budgeting) may require extended hours

Hybrid Work

- The Recycle BC office is located in North Vancouver, though being a hybrid position, the successful applicant would be expected to work from a home-based office while not on the road.

Travel

- This role requires travel within the defined service area, with occasional overnight travel to other areas of the province to conduct site inspections and meet with various partners.
- Valid driver's license required.
- Travel may also be required to attend workshops and conferences.

Think you would be a good fit for this position? We want to hear from you!

We thank all applicants for their interest. However, only those under consideration will be contacted.

Recycle BC is an equal opportunity employer. In accordance with the Accessible Canada Act, 2019, and all applicable provincial accessibility standards, accommodation will be provided by Circular Materials throughout the recruitment, selection and/or assessment process to applicants with disabilities, upon request by emailing to humanresources@circularmaterials.ca. This email is only used for accommodation requests.