



Community and Resident Support Lead

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 manufacturers, brand owners, and retailers that supply packaging and paper products to BC residents.

SK Recycles is the provincial recycling program for household packaging and paper, responsible for managing the collection, processing and recycling of these materials. SK Recycles works with producers, local governments, First Nations, Métis communities, private companies, other organizations and residents to create and manage a province-wide recycling system. Together, we'll ensure household packaging and paper are collected from homes and depots, sorted, and responsibly managed and recycled, to be made into new products and packaging. Our program is funded by producers, like manufacturers, brand owners and retailers, that supply packaging and paper to Saskatchewan residents. SK Recycles evolved from Multi-Material Stewardship Western (MMSW) which launched its shared responsibility recycling program in Saskatchewan in January 2016.

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 the Recycle BC office in North Vancouver, the SK Recycles office in Saskatoon or a remote work location.

Position Overview:

Reporting to the Manager, Community and Partner Engagement, the **Community and Resident Support Lead** will be the first point of contact at Recycle BC and/or SK Recycles for residents and applicable stakeholders. This role will manage and respond to all resident support-related inquiries as well as play a key role supporting various Western Canada teams.

General Responsibilities:

Resident Support and Relationship Management:

- Serve as the primary representative of Recycle BC and/or SK Recycles to residents and applicable stakeholders, acting as the first point of contact through the general phone line, program email, and other communication channels.
- Receive, assess, and respond to resident inquiries and complaints, ensuring timely resolution and escalation of complex issues to appropriate internal teams.
- Track and manage resident interactions using relationship management systems and other tools, ensuring accurate documentation and reporting.
- Establish and maintain effective working relationships across the organization and with external stakeholders, including senior leadership, operations teams, regional program partners, residents, collectors, producers, waste companies, and industry stakeholders.

Planning & Strategy:

- Analyze resident inquiries and feedback to identify trends, inform decision-making, and improve program performance.
- Develop, maintain, and continuously improve knowledge bases, standard responses, and internal resources to ensure consistent messaging and operational efficiency.
- Lead the planning and execution of resident support strategies for Recycle BC and SK Recycles, ensuring high-quality service delivery aligned with program objectives.
- Research and recommend best practices in resident support and customer service, and support their implementation across programs.
- Collaborate with internal teams and external partners to analyze data, support program improvements, and develop strategies to enhance resident experience.
- Participate in systems development, testing and implementation as required (e.g. CRM, phone system, etc.).
- Provide leadership, guidance, and day-to-day support to the Community and Resident Support Coordinator, including coaching and performance support.
- Exercise sound judgment and decision-making in resolving issues, improving processes, and aligning resident support activities with operational priorities.

Organizational Support

- Support and participate in collection and post-collection projects and pilots, contributing to work plans, timelines, and summary reporting.
- Represent resident perspectives in internal discussions, including collection and post-collection operations, to support continuous program improvement. Attend meetings with internal teams and external partners to stay informed on operations and provide insights from resident interactions.
- Support program engagement teams, including marketing and communications, stakeholder relations, and Indigenous relations, through coordination of materials, events, and outreach activities.
- Participate in events and conferences, including the development and delivery of presentations to stakeholders.
- Generate reports based on gathered data, including weather-related reports that may impact program operations.
- Develop and maintain standardized operating procedures and project templates to improve consistency and efficiency.
- Ensure the organization's vision, mission, and values are consistently represented in all interactions with stakeholders.
- Lead by example in establishing and driving organizational culture; consistently model the organizational values.

Desirable Skills and Attributes:

- Excellent communication skills, both written and verbal.
- Detailed organizational and planning skills, with strong attention to detail.
- Leadership skills and the ability to manage a team effectively.
- High proficiency in Teams, Microsoft Word, Microsoft PowerPoint, and Microsoft Excel.
- Ability to maintain composure and professionalism in all situations regarding service to public/ stakeholders.
- Self-starter with the initiative to identify and implement improvement opportunities.
- Great team player with a collaborative approach, capable of working independently and as part of a team.
- Experience in waste management and engaging with various stakeholder groups is an asset.

Qualifications

- Post-secondary education.
- 3-5 years in a similar customer-focused role.
- Prior experience in the Solid Waste and EPR Industry is an asset
- Excellent verbal and written communication skills.
- Strong organizational skills, ability to prioritize, and multitask.
- Strong project management and interpersonal skills.
- Familiarity with MS Office (e.g., Teams, Excel, Word, PowerPoint) and CRM.



Working Conditions:

Working Hours

- Covering the core hours of operation, 9:00 AM to 3:00 PM local time.
- 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.
- Comfortable working both independently and as part of an integrated team.

To apply for this role, please submit your resume and cover letter via email to kfatima@recyclebc.ca. We thank all applicants for their interest. However, only those under consideration will be contacted.