



# JOB OPPORTUNITY

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## Post-Collection Coordinator (12 Month Contract)

### 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 Post-Collection Coordinator is a contract position intended to support the development and rollout of expanding operational objectives and processes with the Recycle BC post-collection operations. This role provides administrative, operational and data management support for Recycle BC's post-collection team. This role administers and maintains contract related documentation and records for new and existing post-collection service providers, coordinating updates with internal and external partners, ensuring all required documents and procedures are completed accurately. This role focuses on administrative support to the post-collection team by establishing new processes and procedures associated with the expansion of the current operating scope and assisting in resolving issues swiftly and efficiently to support departmental objectives.

## Responsibilities:

### Administration and coordination support- day to day:

- Develop and maintain databases and processes for administering post-collection service providers contract details. Be the primary contact with service providers and other team members as need to ensure all documents and procedures are completed accurately and consistently
- Assist with communications to post-collection service providers, including managing and resolving reporting issues, chain of custody reporting, logistics requests, etc., responding to email and phone inquiries and distributing notices and updates.
- Work closely with the Western Canada Supervisor, Operations Administration to follow established administrative procedures for administering service provider files, contract management and ensuring proper compliance and storage of contract documentation.
- Work closely with Circular Material's Service Provider Reporting (SPR) team, collection and post-collection teams and service providers to provide operational updates and ensure timely resolve to issues which may arise from the expanding scope of the organizations post-collection operations.
- Perform administrative duties using Customer Relationship Management D365, including creating, tracking and updating cases to support post-collection activities.
- Coordinate with SPR, Operations Administration and post-collection service provider payment adjustments, if applicable, reconciling processes to support continuous improvement in service provider reporting. Support the resolution of payment issues and concerns in collaboration with SPR, collection and post-collection team.
- Collaborate with other team members to gather information, conduct research and analysis, and develop strategies necessary to achieve the objectives of the program
- Support the development, documentation and ongoing maintenance of internal and external post-collection guidelines, processes and procedures incorporating field insights and data learning to support best practices.
- Assist with training coordination and delivery, managing incoming requests, and troubleshoot issues for post-collection service providers and internal teams.
- Provide coordination and administrative support across the post-collection team, including preparing meeting materials, documenting action items, and tracking follow-ups.
- Prepare ad-hoc reports and support analytical and administrative data reconciliation processes by gathering, validating, and organizing information from service providers and internal systems.

### Liaise on behalf of Post-Collection team with other internal departments

- Participate in relevant Working Groups and discussions.
- Liaise with Collection team, Indigenous Relations team and other team members on areas of post-collection processes, or other relevant issues.
- Provide support to the Western Canada Senior Director, Post-Collection and Material Regeneration.
- Other duties as assigned.

### Interpersonal/Communications:

#### a) Internal Relationship

- Work closely with the post-collection team, including Senior Supervisor, Receiving Facilities; Senior Supervisor Depots and Logistics; Manager, Material Regeneration; Post-Collection, Field Service Specialist and Logistics Specialist.
- Work closely with the Collection team and Indigenous Relations Team
- Works closely with the SPR team on ensuring timely and accurate data reporting.
- Work with the Recycle BC Data team to create and maintain dashboards, reports and any other data related tools to improve the efficiency and effectiveness of the role's responsibilities.

#### b) External Relationships

- Local Governments and First Nations
- Collection and post-collection service providers and their sub-contracted partners as applicable
- Supply chain auditors/consultants

### Responsibility:

#### a) Resources/Budget

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

#### b) Decision Making:

- Day-to-day decisions within the level of responsibility outlined, with the understanding to appropriately escalate to Director, Post-Collection in a timely manner when required.
- Provide input and make recommendations for operational strategies related to the stewardship program.

### **Desirable Skills and Attributes:**

- Proficiency in MS Office, Excel, Word and PowerPoint.
- High level of organizational skills and ability to manage multiple priorities.
- Excellent verbal and written communication skills. Ability to prepare clear and concise administrative and technical reports.
- Strong attention to detail when validating, updating and maintaining master data.
- Strong analytical and data acumen. Ability to conduct detailed analysis and provide summaries and recommendations.
- Excellent interpersonal skills and ability to build strong relationships.
- This position will require an individual who is able to communicate well with individuals at all levels of an organization in various roles.

## Qualifications

### Education:

- Post-secondary education in disciplines related to business operations and administration, supply chain, environmental/resource management, or an equivalent level of relevant experience.

### Experience:

- Minimum 2-3 years' experience in education field (as above)
- Experience in coordination, administration, logistics, and operational optimization.
- Experience with Customer Relationship Management (CRM) and data analysis or visualization tools such as Power BI is considered an asset.
- Exposure to vendor and contract management, providing coordinated support across internal teams and directly to service providers.

## Working Conditions

### Working Hours

- All Recycle BC employees work 40 hours per week
- Additional or flexible hours may be required periodically to meet operational needs or deadlines

### Remote and/or Field Work

- Flexible work arrangement: Recycle BC office once a week or more, as required.

### Travel

- Occasional travel within the province may be required to engage with collection, transportation and processing partners.
- A valid driver's license is considered an asset.

**To apply for this role, please submit your resume and cover letter via email to [info@recyclebc.ca](mailto:info@recyclebc.ca)**

Please indicate in the subject line which role you are applying for. We thank all applicants for their interest. However, only those under consideration will be contacted