

Job Description

Position	Coordinator, Program-Led Services
Reports To	Manager, Program-Led Services
Direct Reports	N/A
Department	Programs Support

OVERVIEW

This role focuses on continuous improvement and is responsible for the coordination of project plan tasks within existing and new direct service areas in British Columbia with Recycle BC, and program-led areas in Saskatchewan with SK Recycles, including other related initiatives across the two programs in Western Canada.

Reporting to the Manager, Program-Led Services, the Coordinator, Program-Led Services plays a critical role in supporting Recycle BC and SK Recycles initiatives to ensure accurate and up-to-date household address information for both British Columbia and Saskatchewan programs. This role is responsible for developing and maintaining curbside and multi-family household data essential for informed decision-making, financial models, and program information required for generating efficiencies and maintaining stakeholder trust and accountability. To ensure this data and information remains accurate, reliable, and accessible, this role is responsible for implementing and maintaining effective tools and systems to update, store, track, and validate household data.

This position collaborates closely with the Programs Support and Collection teams to identify opportunities to enhance the existing residential household address database, as well as assist with the development of collection guides and schedule reminders. The role also involves coordinating efforts to support the ongoing improvement of collection resources and communication materials, including the development and coordination of RFPs.

This is an independent role which requires the ability to prioritize and coordinate on a continuous basis, with a high level of accountability expected.

RESPONSIBILITIES

Data Management

- Maintain tools and processes for tracking, validating, and managing curbside and multi-family data related to direct service and program-led collection, such as household counts, new property onboarding/removal, and associated collection program metrics to ensure accuracy in household baseline records, maintaining an up-to-date contact list for multi-family buildings, and ensuring collection contractors' datasets are aligned.
- Assessing and compiling detailed collection metrics for multi-family services such as the inclusion of collection zones, postal code information, mailing or contact information, collection locations, access requirements, service frequency, and use of third-party contractors.
- Assist with verifying and documenting the transfer of assets related to multi-family recycling collection operations that are necessary for contractor transitions.
- Seeking continuous improvements in data accuracy, analyze and address data anomalies in with existing data sets, finding solutions to populate outstanding information.
- Liaise with local governments, contractors, and other vendors as required.

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

- Work closely with Recycle BC and SK Recycles team members to assist with developing plans and processes for effective program oversight to ensure the team has necessary data, information, and resources to facilitate collection partner communication, training, and other support.
- Assist with the development of collection schedules and annual collection guides, while coordinating inquiries, issues, and requests as appropriate, including updating and implementing procedures for efficiency, and preparing relevant reports for distribution.
- Coordinate with ReCollect on collection schedules for Recycle BC and SK Recycles website and app; liaising with ReCollect on any inquiries, issues, and requests associated with direct service or program-led collection service areas.
- Develop and maintain standard operating procedures for effective project and process management.

Project Support and Strategic Development:

- Assist with the distribution and tracking of outreach materials to inform residents and property managers on service updates, schedules, or recycling processes.
- Assist with procurement coordination, including tracking submissions, scheduling meetings, and providing logistical support throughout the procurement and transition process.
- Work with internal teams to coordinate process development, outreach activities, and support program operations.
- Develop external relationships and coordinate with collection service providers, local governments, suppliers, and related associations.
- Consolidate and assess monthly customer service reports from all direct service and program-led contractors, while being able to analyze reports and providing feedback to internal and external teams.
- Assist with direct service and program-led transitions directly with local governments and existing/new contractors, including coordination with internal teams.
- Maintain administrative support for all direct service and program-led areas, provide guidance to other team members on data management principles and tools.
- Collaborate with team members to support the advancement of collection and post-collection projects and pilots to assist in the development of project work plans, timelines, and summary reports.
- Assist with project plan tasks to meet milestones to ensure project activities are completed on schedule.

QUALIFICATIONS

Education

- Post-secondary education related to environmental studies, sustainability, geography, data management, supply chain, computer engineering, or related fields is an asset.

Experience

- Minimum of 2 years of experience in an operations environment, preferably within supply chain management or waste management in the private or municipal sector.

Knowledge/Competencies/Skills

- Proficiency in Microsoft Office Suite, specifically Excel for data analysis and reporting is required.
- Proficiency in operational software management capabilities and CRM software is an asset.
- Strong understanding of database management and data validation processes is required.
- Strong communication, interpersonal, and problem-solving skills is required.
- Highly organized with strong attention to detail and desire to organize information.
- Ability to effectively create and implement project plans and conduct detailed analysis to provide summaries and recommendations.
- Ability to work independently, prioritize tasks, and be self-managed.
- Ability to navigate changes and adjusting approaches as project requirements evolve.
- Experience in packaging and paper recycling or a related field is beneficial but not necessary.
- Experience with GIS other data driven platforms is beneficial but not necessary.

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.
- Comfortable and prepared to perform effectively in a dynamic environment.

Hybrid Work

- 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.

Travel

- This role may require occasional out-of-province travel.

To apply for this role, please submit your resume via email to teria@hughescollective.ca

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 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.