JOB OPPORTUNITY

Coordinator, Programs Administration

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 200 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.

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

Position Overview:

Reporting to the Manager, Programs Administration, the Coordinator, Programs Administration will provide day-to-day administrative and operational support to the Recycle BC and SK Recycles programs, with a particular focus on post-collection service providers, logistics, reporting, contract administration and related program processes and administrative oversight of collection and post-collection service providers for residential service.

General Responsibilities:

- Manage administrative processes associated with onboarding and maintaining post-collection service providers, including processors, receiving facilities, transporters/logistics partners and other contracted service providers. Coordinate contract setup and changes and liaise with service providers and internal teams to ensure required documentation, approvals and procedures are completed.
- Support the administration and ongoing maintenance of post-collection contracts, service provider accounts, rate and payment information, and related master data to ensure information remains complete, accurate and aligned with operational requirements.
- Coordinate post-collection service provider payment adjustments and support the resolution of payment issues and concerns in collaboration with Finance, Circular Materials' Service Provider Reporting (SPR) team, post-collection teams and service providers. Escalate payment delays or recurring issues as appropriate.
- Work closely with the SPR team and post-collection stakeholders to identify, investigate and help resolve reporting, master data and transactional issues, including discrepancies affecting logistics , service provider reporting and payments.
- Support the oversight and validation of post-collection material flow from collection through receiving facilities, processing and end markets, working with internal teams and service providers to investigate exceptions, gaps or inconsistencies and support accurate program reporting.
- Compile, analyze and maintain post-collection data, metrics, reports and scorecards. Assist in developing and maintaining analytical tools, dashboards and other reporting resources for internal and external stakeholders.

- Monitor administrative and service-level requirements under post-collection agreements and support follow-up on outstanding reporting, documentation, deliverables and other contractual requirements.
- Coordinate communications with post-collection service providers, including maintaining service provider and facility contact information, responding to routine inquiries, distributing notices and updates, and coordinating follow-up across internal teams.
- Participate in post-collection projects, transitions, operational changes and pilots. Assist with project coordination, implementation activities, work plans, timelines, issue tracking, documentation and summary reporting.
- Collaborate across Finance, Governance/Procurement, Programs Data, Materials Services, Circular Materials and other teams to gather information, conduct research and analysis, resolve issues and support program objectives.
- Provide administrative support to collection-related activities as required, including service provider onboarding, contract changes, reporting, payment adjustments and other cross-program initiatives.
- Create, document and maintain standardized procedures, process maps and administrative controls for post-collection activities and identify opportunities to improve the efficiency, consistency and accuracy of program processes.

Desirable Skills and Attributes/Qualifications:

Education

- Post-secondary education in disciplines related to business operations and administration, supply chain, environmental studies, or sustainability are beneficial but not required.

Experience

- At least 3-5 years' experience in administration, procurement, post-collection operations, supply chain, logistics, waste management, recycling operations or a related field.

Knowledge/Competencies/Skills

- Proficiency in MS Office Suite, specifically Excel, Word and PowerPoint.
- Proficiency with CRM software (D365), CLM software (Agiloft), SAP systems and data visualization tools such as Power BI would be an asset.
- Strong analytical and problem-solving skills, with the ability to review operational and reporting information, investigate discrepancies, and provide clear summaries and recommendations.
- Ability to work independently, prioritize tasks, and be self-motivated
- 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.
- Strong organizational skills, attention to detail and ability to effectively create and implement project plans.
- Knowledge of recycling and post-collection operations, including material movement, receiving facilities, processing, end markets, supply chain or logistics, is beneficial.

Additional Information:

To apply for this role, please submit your resume via email to jay@otrg.ca and 604-265-3700.

We are committed to advancing a diverse workforce and developing inclusive leadership teams that are representative of the communities they serve. We provide equal employment opportunities to all persons regardless of age, colour, national origin, citizenship status, physical or mental disability, race, religion, creed, gender, sex, sexual orientation, gender identity and/or expression, genetic information, marital status, status with regard to public assistance, veteran status, or any other characteristic protected by federal, provincial or local law. We encourage diverse employees to apply for this position.

We are an equal opportunity employer. In accordance with the Accessible Canada Act, 2019, and all applicable provincial accessibility standards, accommodation will be provided throughout the recruitment, selection and/or assessment process to applicants with disabilities, upon request.