JOB OPPORTUNITY

Director, Programs Data and Analytics

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:

The Director, Programs Data and Analytics is responsible for the data and material insights that underpin Recycle BC and SK Recycles' operations, regulatory reporting, fee setting, and continuous improvement. Through strong leadership and clear communication, this role will oversee the Programs Data and Material Services teams in providing processes, data and visuals, and material composition in support of the broader team while working closely with Circular Materials, the service provider, to align support from them as our back-office service provider. This role is expected to drive continuous improvement and innovation in all areas of its responsibility.

This role reports to the VP, Finance and Organizational Services.

General Responsibilities:

- Oversee the Centre(s) for Material Intelligence and their respective teams, driving efficiency into the audit process while maintaining strict controls and processes to ensure data accuracy and validity. Ensure robust chain of custody control of samples. Oversee the audits in Saskatchewan and ensure that best practices between both programs are identified and implemented.
- Manage the Inbound Composition Audit (ICA) Protocols on behalf of Recycle BC and SK Recycles and ensure they remain relevant for the contracts and market conditions. Also manage all discretionary, special, third party, and offsite audits, protocols and applicable contractors, ensuring all results are recorded in the system of record and analysis is performed and in a timely manner to support third-party agreements and other obligations.
- Work with Circular Materials to align national support and harmonized applications to regional operational needs, including Service Provider Reporting (SPR), Business Intelligence and Technical Services (BITS) and Project Management Office (PMO). Lead the regional input for new and existing software application requirements, selection, setup, implementation, and continuous improvement.
- Lead the development of operational and strategic performance metrics, dashboards, and analytical tools that support evidence-based decision making.
- Support not only the Collection and Post-Collection team with visuals and data insight but other Recycle BC/SK Recycles teams as well. Ensure datasets are robust, accurate, well documented, and able to quickly produce ad hoc requests.

- Work closely with the Director, Collection and Directors, Post-collection to understand regional operational needs and issues, and work to provide necessary audits/data/insight/support as needed. Be proactive in analysis and bring opportunities to these teams. Help ensure operational team achieves all operational and program plan targets.
- Be a leader to the Programs Data and Material Services team, and within the organization to support its culture. Provide the team with a structured vision, aligned with the strategic initiatives of the business, and give them the tools and support to find their path. Identify skill sets, career paths and succession planning to ensure development pathways are clear. Understand each team members communication style & relate accordingly. Provide leadership, coaching, and strategic direction to staff and project teams.
- Foster a culture of accountability, collaboration, innovation, and customer service.
- Participate in the annual budgeting and operational planning process. Develop annual Programs Data and CMI (Material Services) budgets with input from VP, Finance and Organizational Services.
- This position is responsible for achieving program plan financial targets within the approved Recycle BC and SK Recycles supply chain budgets.
- Provide input and make recommendations for operational strategies related to the stewardship program.
- The Director may authorize payments of up to $25,000 for budgeted items.
- Contributes and oversees the performance management of indirect reports.

Interpersonal/Communications

Internal Relationship

- Work closely with the VP Operations, VP, Finance and Organizational Services, VP, Material Regeneration and Business Development, Director, Strategic Initiatives, Director, Collection and Directors, Post-Collection to discuss support needs and opportunities, with the ability to respond quickly in times of need.
- Establish and maintain strong relationships with Circular Material's team, in particular the Service Provider Reporting team, the Business Intelligence & Technical services team and the Project Management Office.
- Work with other Recycle BC/SK Recycles team members to provide supporting systems/data/audit results/etc. as needed to drive initiatives forward.

External Relationships

- Local Governments and First Nations
- Collection and Post-Collection service providers
- Other third-party service providers and contractors

Desirable Skills and Attributes/Qualifications:

Education

- Graduate or post-secondary education related to technology, analytics, engineering, business operations, administration, or supply chain or related discipline and/or a combination of other post-secondary education and years of experience in an operational setting.

Experience

- At least 7-10 years' experience in the data analytics field, primarily working with Excel and Power BI or other database and visualization software. Experience in operational optimization, process improvement, and management is an asset. Experience in, or working very closely with, operational teams is desired.

Knowledge/Competencies/Skills

- Proficiency in DAX, MS Office Suite, particularly Excel, Power Query and Power BI including ability to analyze and synthesize data.
- Experience with CRM software (D365), SAP (S4 Hana) and AWS and other data and analysis tools.
- Strong analytical and problem-solving skills. Ability to conduct detailed analysis with diverse sources of information, draw conclusions and provide summaries and recommendations clearly and concisely to drive action.
- Demonstrated experience using continuous improvement methodologies to streamline processes, improve service delivery and enhance organizational effectiveness.
- Knowledge of Lean methodologies or other process improvement frameworks is considered an asset.
- Ability to work independently daily.
- Excellent verbal and written communication skills with alignment to appropriate audience. Ability to prepare clear and concise administrative and technical reports.
- Excellent interpersonal skills and ability to build strong relationships cross functionally. Ability to listen to others.
- Strong organizational skills and ability to effectively create and implement project plans.
- Knowledge of waste management, materials management, commodity markets, and logistics or related operational business activities is beneficial but not necessary.

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.