JOB OPPORTUNITY

Receiving Facilities Coordinator

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 Receiving Facilities Coordinator for Recycle BC coordinates daily operations and data integration of all post-collection partners across the network. Acting as a central point of contact between Recycle BC and receiving facilities (RFs/MRFs), this role ensures timely data compliance and on-time reporting with vendors while reviewing claims, uploading of inbound and outbound weights. The Receiving Facilities Coordinator oversees issues and discrepancies with the transition to the Recycle BC electronic platform, the WeRecycle Portal and the Material Movement Manager (M3) platform and works closely with the post-collection team to ensure scale ticket validation of the RF/MRF network while tracking all issues in the log to support timely resolution.

Responsibilities

Receiving Facilities vendor upload and oversight – day to day

- Work closely with the Senior Supervisor, Receiving Facilities and Post-Collection Field Specialist to ensure department objectives are met.
- Coordinate with Post-Collection Field Specialist to align schedules and support the distribution of workload across logistics functions.
- Manage onboarding, data review and reconciliation and adjustments in the system for all RFs and MRFs to ensure all partners and information is mapped correctly.
- Work with the RF/MRFs to ensure scale integration or upload of scale tickets. Review and validate scale tickets with inputs into the Recycle BC system.
- In coordination with the Post-Collection Field Specialist, liaise between Recycle BC internal teams and Post-Collection partners including RF/MRFs and end-market partners—to address and resolve any issues.
- Provide on-site support to Senior Supervisor, Receiving Facilities and Post-Collection Field Specialist for RF/MRFs issues/discrepancies that require in-person support or discussion.
- Updating and entering into Recycle BC's CRM program all RF/MRF issues for proper tracking.

Technical support & troubleshooting

- Provide any additional technical support (Material Movement Manager) M3 portal related questions, including troubleshooting and issue resolution.
- Liaise with third-party technology service provider Circular Materials to resolve issues related to M3 app or the WeRecycle portal, escalating issues in a timely manner as required.
- Assist with training coordination, including scheduling sessions, responding to RF/MRF questions, and contributing to the delivery of training content as needed.

Support Post-Collection projects

- Provide representation for Post-Collection for internal projects including but not limited to pop-up events, audits, deposit glass, special collection items, Streetscape, etc.
- Provide support for GHG emissions reporting.

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

- Participate in relevant Working Groups and discussions.
- Liaise with Post-Collection partners, Collection team, and other team members on areas of concerns or other relevant issues.
- Provide support to Director, Post-Collection and Senior Supervisor, Receiving Facilities, as needed for inbound material within the receiving facility network.

Other duties as assigned.

Desirable Skills and Attributes

Interpersonal/Communications

Internal Relationship

- Works closely with the Post-Collection team, including Director, Post-Collection, Logistics Specialist, Post-Collection Coordinator, Senior Supervisor, Receiving Facilities and Post-Collection Specialist
- Works closely with SPR team on ensuring timely and accurate data reporting.
- Collaborates with the Collection team, including the assigned Collection Specialist, for depots with which the role interacts.

External Relationships

- External service providers.
- Receiving facilities and Material Recovery Facilities.
- Third party provider Circular Material.
- Supply chain auditors/consultants.

Responsibility

Supervision

- n/a

Resources/Budget

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

Decision Making:

- Provide input and make recommendations for operational strategies related to the stewardship program.

Qualifications

Education

- Post-secondary education related to Waste Management, Supply Chain, Business Administration, or equivalent experience.
- Environmental/Resource Management background is considered an asset.

Experience

- Minimum 2-4 years' experience in education field (as above).
- Experience in waste management, inventory control, supply chain management, and operational optimization.
- Experience with Customer Relationship Management (CRM) and Transportation Management Systems (TMS) is considered an asset.
- Customer or client-facing frontline experience, including managing technical issues, conducting inspections, and handling warranty claims.

Knowledge/Competencies/Skills

- Very strong software and Microsoft Suite skills.
- Strong problem solving and conflict resolution skills.
- Strong verbal and written communications skills.
- Excellent relationship management skills.
- Good accounting fundamentals.

- This position will require an individual who is able to communicate well with individuals at all levels of an organization in various roles and who is able to work in an environment that is open to the elements, may be dirty and surrounded with heavy machinery and processing equipment.

Working Conditions

- Flexible work arrangement: travel to Recycle BC offices for meetings or activities on a frequency to be determined plus when notified that attendance is required.
- Ability to work in an environment that is open to the elements and may be dirty and surrounded with heavy machinery and processing equipment.
- Valid Class 5 driver's license and access to a reliable vehicle for travel within the province of B.C.

Additional Information

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

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.

Recycle BC is 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.