

Resident and Organizational Support Coordinator

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 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.

Multi-Material Stewardship Western (MMSW) 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. MMSW members – businesses such as retailers, restaurants, importers, manufacturers – help fund household packaging and paper recycling services provided by Saskatchewan municipalities. MMSW works with over 500 communities to support the collection and recycling of over 37,000 tonnes of packaging and paper, diverting more than 85% of collected materials from landfills. In the coming years, the MMSW program will evolve to a full extended producer responsibility program and will operate as a province-wide recycling program to manage collected materials.

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 MMSW office in Saskatoon or a remote work location.

Position Overview:

The **Resident and Organizational Support Coordinator** will be the first point of contact at MMSW for residents and applicable stakeholders. This role will manage and respond to all resident support-related inquiries as well as play a key role supporting various Western Canada teams. This person will also play a role in various projects, working in a collaborative environment with both Recycle BC and MMSW.

General Responsibilities:

Customer Service and Resident Support

- Primary representative of MMSW to residents and applicable stakeholders as first point of contact through general phone number, program email address, and other direct contact means.
- Receive and respond to resident phone calls and emails, with regard to general inquiries or resident complaints, escalating more specific inquiries to the relevant team member.
- Track resident interactions in relationship management software and other software as necessary.
- Develop and maintain corporate resources and knowledge databases to trend resident concerns, ensure consistent messaging and build efficiencies when answering future inquiries.
- Gather and analyze best practices in resident support and customer service and make recommendations on how these best practices can be incorporated into the MMSW program.
- Collaborate with other team members and partners to gather information and complete analyses of resident interactions and other applicable data sets and develop strategies necessary to achieve the objectives of the program.
- Provide coverage for Recycle BC Resident Support during absences or peak workload periods.

Organizational Support

- Participate in collection or post collection projects and pilots and assist in the development of project work plans, timelines and summary reports.
- Attend collection and post collection meetings as necessary to bring input from resident and applicable stakeholder interactions and keep up to date with operations.
- Support program engagement teams including marketing communications stakeholder relations and Indigenous relations by assisting with printing, newsletters, meetings, presentations or other engagement or outreach activities.
- Participate in events, and conferences including developing and delivering PowerPoint presentations to various stakeholders.
- Generate reports based on gathered data, including weather-related reports that may impact program operations.
- Develop operating procedures and project templates to standardize operations.

- Ensure the organization and its vision, mission and values are consistently presented and demonstrated in a strong and positive image to relevant stakeholders.
- Lead by example in establishing and driving organizational culture; consistently model the organizational values.

Administration

- Provide organizational administrative support including mailing and coordinating shipments and deliveries, managing correspondence, and organizing office operations and supplies in the Saskatoon office.
- Collaborate with team members to provide department or team administrative support as needed.

Desirable Skills and Attributes:

- Excellent communication skills, both written and verbal.
- Detailed organizational and planning skills, with strong attention to detail.
- High proficiency in Teams, Microsoft Word, Microsoft PowerPoint, and Microsoft Excel.
- Ability to maintain composure and professionalism in all situations regarding service to public/ stakeholders.
- Self-starter with the initiative to identify and implement improvement opportunities.
- Great team player with a collaborative approach, capable of working independently and as part of a team.
- Experience in waste management and engaging with various stakeholder groups is an asset.

Qualifications

- Post-secondary education.
- 2-5 years in a similar role.
- Excellent verbal and written communication skills.
- Strong organizational skills, ability to prioritize and multitask.
- Strong project management and interpersonal skills.
- Familiarity with MS Office (e.g., Teams, Excel, Word, PowerPoint).

To apply for this role, please submit your resume via email to jessica.willis@summitsearchgroup.com.