



JOB OPPORTUNITY

Community and Resident 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.

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 environment that allows team members to work from the Recycle BC office in North Vancouver, the SK Recycles office in Saskatoon, or remotely. This is a BC-based role that requires in-office work at our North Vancouver office once per week or as needed.

Position Overview:

Reporting to the Community and Resident Support Lead, the **Community and Resident Support Coordinator** role will primarily support Recycle BC, while working collaboratively across both programs as needed. The coordinator will serve as the first point of contact for residents and stakeholders, managing inquiries and supporting program operations, with the ability to provide coverage across programs as needed during absences or peak periods

General Responsibilities:

Customer Service and Resident Support

- Primary representative of Recycle BC to residents and applicable stakeholders as first point of contact through the 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 our programs.
- 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 SK Recycles community and 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.
- Responsible for managing incoming and outgoing residential correspondence and addressing administrative inquiries related to community and resident support.
- 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 and communications, stakeholder relations and Indigenous relations by assisting with response on social media channels as needed, 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.

Qualifications

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

Additional Information

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