

Operations Manager, Information Services at RCBC

The Recycling Council of BC is looking for an Operations Manager to lead our Information Services team. If you are an experienced operations professional who loves systems, enjoys using data to tell stories and wants to leverage those passions to support a Circular Economy in BC, then this is the job for you.

About you

You care about the environment and creating a more just and sustainable world. You're a strong manager who likes working with people and supporting them to do their best. An excellent communicator, you enjoy creating systems and building relationships with our partners and clients. You know how to use technology to amplify the good work of an organization. You are a steady hand at coaching teams through change and growth.

About RCBC

The Recycling Council of British Columbia (RCBC) facilitates the exchange of ideas and knowledge that enable efficient solutions to eliminate waste. Founded in 1974, RCBC is Canada's longest serving recycling council, but its mandate goes beyond just recycling. We are an organization that envisions building the circular economy in BC as our foundational strategic principle. As part of its mission, RCBC provides information to the public about pollution prevention, recycling, and waste reduction. Each year, RCBC's Information Services staff answer more than 200,000 enquiries through various channels including phone, email, chat, our online search, and our app.

About the Job

The Operations Manager will lead a strong and dedicated team of Environmental Advisors who run our Information Services program. The Operations Manager will be responsible for all program planning, organizing, operating, and staffing. You will review on an ongoing basis the services being offered and develop new programs as needs emerge. You are tech savvy and work to improve our systems continuously. Working with the Executive Director and the Finance Manager, you will be responsible for developing, implementing, and managing the program aspects of the annual budget and associated fundraising.

Key Responsibilities and Duties

- Manage and supervise the Environmental Advisors who comprise the Information Services team; plan and manage the day-to-day administrative operations of the program; and evaluate progress of assignments and results, while fostering an inclusive work environment
- Ensure quality service delivery, effective use of staff time, and up to date waste prevention and reduction information through the systems we're using
- Seek opportunities for growth of the service in areas such as repair, reuse and refill and implement the systems to share them with the public

- Build and maintain successful relationships with clients and stakeholders to ensure optimization of the program
- Ensure accurate and effective reporting both internally and to all external partners and use data as the basis for program decisions
- Project management for the continuous improvement and maintenance of our information services infrastructure (Recyclepedia, database and apps)
- Work closely with the RCBC Executive Director to set strategic and organizational goals
- Work with the Executive Director to develop new programs and initiatives
- Improve the operational systems, processes and policies in support of the organization's mission
- Develop and effectively manage the department's budget and support the ED's efforts to fundraise with supporting documentation.

Skills and experience

- Minimum of five (5) years' operations experience in non-profit organizations.
- Minimum of three (3) years' management experience.
- Excellent interpersonal communication, including effective management and relationship-building.
- Excellent knowledge of standard office applications, including spreadsheets.
- Familiar with databases and other custom software, including working with software developers.
- Experience generating reports and analyzing, managing and interpreting data to influence organizational decision-making.
- Ability to anticipate, identify, and resolve service and operational problems with a results-oriented approach to performance.
- Demonstrated experience managing financial budgets, projections, and reporting.
- Ability to set priorities, manage diverse activities, and meet internal and external deadlines.
- Strong organization skills, accuracy, attention to detail, and ability to manage multiple tasks.
- Demonstrated commitment to the principles of equity and diversity, and experience promoting a respectful work and learning environment.

Assets

- Experience with BC's residential recycling and waste management system, Extended Producer Responsibility (EPR) regulations, and circular economy initiatives, or a demonstrated passion for waste reduction and sustainable resource management.

Annual salary is \$72,000- \$77,000, 4 weeks vacation and includes extended health benefits. This position is largely remote, within BC and requires on-site visits to Vancouver on occasion or as needed.

Application process:

Please email your resume and a cover letter or video statement of interest to employment@rcbc.ca with the subject line Operations Manager. Please reflect in your cover letter or video how your experience will help fulfill the requirements of the role, and indicate in the body of the email where you saw the posting for this role. Application deadline is October 6, 2024 at 11:59pm.

RCBC is committed to employment equity, encouraging all qualified individuals to apply.

RCBC thanks you for your interest in this position, however, only those selected for interviews will be contacted.