

Western Canada Manager, Data Operations

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 our office and/or remotely.

Position Overview:

The Western Canada Manager of Operations Data, reporting to the Western Canada Director, Operations Support, has ownership of Recycle BC and MMSW's operational data and is responsible for leveraging this dataset to provide exceptional tools, insights and visuals, and analysis into programs' operations. This role is crucial in transforming raw data into actionable insights, enabling informed decision-making across the organization. By managing and optimizing data operations, the Manager will enhance the efficiency and effectiveness of our reporting systems and operations, support continuous improvement initiatives, and contribute to the overall success of our programs. This position serves as a key liaison between departments, fostering collaboration and ensuring that data-driven strategies align with organizational goals.

Responsibilities:

Strategic Oversight and Leadership:

- Ensure alignment of data operations with the company's strategic goals and objectives.
- Use data insights to assist operations team in maintaining focus on strategic goals and objectives.
- Support the ongoing develop and implementation of the overall data visualization strategy for the organization.
- Mentor and develop team members, specifically the Western Canada Data Analyst, Operations Support.
- Set performance goals and metrics for Operations Data team.
- Conduct regular performance reviews and provide constructive feedback.
- Address any performance issues and implement improvement plans as needed.

Compliance, Metrics and Reporting:

- Drive the development of comprehensive Power BI reports and dashboards in collaboration with relevant departments, from gathering requirements to publishing.
- Manage and maintain the "Master Dataset" by program, and related documentation, to ensure all data sources are connected and accessible, primarily through SAP Business Warehouse. Create custom measures within Power BI using DAX and Power Query.
- Compile, analyze, and deliver operational data metrics and scorecards. Assist in developing intuitive analytical tools for internal and external stakeholders.
- Harmonize collection and post-collection reporting and metrics across all jurisdictions, building on existing tools and methods.
- Prepare and maintain procedures and standards to streamline and standardize the activities of the Operations Support department.

- Maintain all relevant reporting documentation related to the Recycle BC or MMSW program in a central repository.
- Oversee major data projects and initiatives, ensuring they are completed on time and within scope.
- Provide guidance and support for pilot projects and new technology implementations.
- Ensure compliance with relevant regulations and contractual obligations.
- Identify and mitigate risks related to data operations and reporting.

Other Responsibilities:

- Provide technical support to team members and act as a liaison between team members and other departments on technical tools such as CRM software, Power BI, and SAP systems.
- Collaborate with team members and partners to gather information, conduct research and analysis, and develop strategies to achieve program objectives.
- Allocate resources to participate in collection and post-collection projects and pilots, assisting in the development of project work plans, timelines, and summary reports.
- Maintain an integrated supply chain view that links producer supplied tonnes with collection and post-collection activities.
- Collaborate with various departments to optimize current technologies and implement new technology to improve operational processes.
- Embrace a Continuous Improvement mentality, assessing processes and tasks with a goal of waste reduction and standardization.
- Be curious, be innovative.

Desirable Skills and Attributes:

- Proficiency in DAX, MS Office Suite, particularly Excel, Power Query and Power BI including ability to analyze and synthesize data.
- Experience with CRM software (C4C), SAP (Business Warehouse) and other data analysis tools.
- Strong analytical and problem-solving skills. Ability to conduct detailed analysis and provide summaries and recommendations clearly and concisely.
- Excellent communication and interpersonal skills and the ability to build strong relationships cross-functionally.
- Excellent organizational skills and ability to effectively create and implement project plans.
- Strong leadership skills with an ability to work independently effectively and consistently.
- Strong organizational and time management skills.
- A continuous improvement mentality with a focus on process optimization and waste reduction.

Qualifications

- Post-secondary education in information technology, analytics, business operations, administration, or supply chain is beneficial but not required.

- At least 5 years of 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.
- Operational experience is an asset.

Working Conditions

- Periodic travel throughout Western Canada may be required. Valid provincial driver's license required.
- Peak work period (quarterly reporting, business planning/budgeting etc.) may require extended hours to meet deadlines.
- Comfortable and prepared to perform effectively in an environment that undergoes frequent change.

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