

Job Description

TITLE:	Compliance & Operations Manager	HOURS:	Full-Time
LOCATION:	Ottawa or Montreal	TYPE:	Salaried
REPORTING TO:	President, Call2Recycle Canada	LEVEL:	Mid-Level
DIRECT REPORT(S):	None		
Last Updated:	July 2017		

SUMMARY:

Administratively reporting to the President, Call2Recycle Canada and operationally reporting to the Managing Director, Operations, the Compliance & Operations Manager supports the development and implementation of programs and operational solutions which helps the organization achieve its safety, compliance and operational objectives. This position will have strong relationships with the US-based Operations Team.

The Compliance & Operations Manager is responsible for ensuring collection sites and vendors are adhering to program guidelines and for coordinating cross-functionally to provide operationally effective solutions for the collection and processing of program batteries and devices. Additionally, this position will be required to work directly with partner locations to ensure compliance with Canadian and US Federal regulations as well as Provincial and State regulations.

MAJOR DUTIES & RESPONSIBILITIES:

- Actively promote and provide safety, compliance and operational support for the organization to internal and external parties
- Partner with U.S. Compliance and Operations Managers to promote in Canada the achievement of Canadian-related safety and compliance objectives and support continuous operational improvements and efficiencies within the collection program and battery sorting operations
- Develop and maintain positive relationships with Transport Canada (TC), Environment Canada (EC), Provincial environmental and transportation ministries and other Canadian regulatory audiences, as required
- Serve as primary liaison and point of contact for customers and other stakeholders on operational and compliance issues
- Ensure the organization's service providers, including transporters, consolidators, and processors have appropriate certifications and safety programs for the compliant collection, transportation and recycling of batteries and monitor their compliance against such standards and certifications

- Coordinate with Canadian Program Directors and Account Managers to support account management, Provincial and Federal audits and compliance reporting
- Lead site inspections and environmental audits of Canadian corporate locations, collection sites, and recycling partners including transporters, consolidators, processing facilities in accordance with regulatory requirements and company standards
- Work with Operations to identify efficiency opportunities
- Other duties as assigned

QUALIFICATIONS, SKILLS & ABILITIES

Qualifications	<ul style="list-style-type: none">• Experience with Transportation of Dangerous Goods (TDG) in North America• Operational experience in a distribution and/or light manufacturing environment• Experience working with small package, LTL and FTL carriers• Bachelor's degree in related field or equivalent experience• Strong oral and written communication skills; bilingual required (French)
Knowledge & Experience	<ul style="list-style-type: none">• Demonstrated knowledge of safety and compliance principles, practices and measurement• Demonstrated success in improving operational efficiencies, developing cost-out programs and indirectly managing service vendors• Hazardous waste and or account management experience• Strong proficiency in Microsoft Office, particularly MS Excel• Customer Relationship Management (CRM) software experience; Saleslogix (now known as Infor) preferred• Experience working with local, provincial and federal regulations is strongly preferred
Skills & Abilities	<ul style="list-style-type: none">• Strong organizational skills; self-directed• Learn complex industry quickly, and succinctly articulate complex processes and legislative requirements• Manage ("hands on") critical operational functions• Excel in performance-driven, metrics-driven environment• Identify process improvement opportunities and generate innovative solutions• Work effectively within a highly collaborative, fast-paced environment• Travel, up to 25% of the time.
To Apply	Please email your cover letter and resume to Careers@call2recycle.org and reference "Compliance and Operations Manager" in the subject line