

## FIELD SERVICES MANAGER

### About Stewardship Ontario

Stewardship Ontario (SO) is a not-for-profit recycling organization that aims to drive the future of recovery, collection, and recycling initiatives in Ontario. If you are passionate about the recycling industry and wish to join a group of dedicated individuals striving to find new ways to turn today's waste into tomorrow's consumer products, Stewardship Ontario is the place for you!

SO is funded and governed by Industry Stewards, brand owners who are first importers or franchisors of the products and packaging material managed under the SO recycling programs. SO operates the Blue Box and Orange Drop programs within Ontario, collecting the fees from Industry Stewards that help to fund the costs of collecting, transporting, recycling and safely disposing of waste across the province.

Please visit <http://stewardshipontario.ca> for more information.

### Position Summary

Reporting to the Director of Operations, the full-time **Field Services Manager** serves as the primary interface between Stewardship Ontario and the collectors, transporters and processors of Ontario Blue Box materials and municipal hazardous or special waste (the Orange Drop program), including municipalities and private sector service providers. The successful candidate will be responsible for building effective relationships with supply chain partners built on trust, confidence and goodwill through careful implementation of operating plan priorities and the enforcement of operating standards. They will be required to trouble-shoot issues and bring forward supply chain concerns for discussion and resolution and to serve as primary interface between SO and CSSA on matters related to field study execution.

Based in Toronto, this position requires extensive travel throughout Ontario, with the potential for national and international travel opportunities. A valid driver's license and use of a vehicle in good repair is required.

### Principal Responsibilities

Lead a field services team that serves as the key interface between SO and its network of collection and processing partners, including:

- Municipalities; municipal depots, events & MRFs
- Return-to-retail locations
- Automotive material drop-off locations
- Parks

Coordinate and oversee all field implementation activities related to Blue Box and Orange Drop programs and annual operating plans by:

- Conducting site /event visits on a priority and/or rotating basis.
- Providing field support for material, lab pack, service provider and collection site audits and cost allocation studies.
- Recruiting collection partners in multiple channels and executing agreements for various collection initiatives e.g. expansion of depot coverage and events, P&E campaigns (i.e. "Plastics are In"), Blue Box standardization pilots.
- Conducting on-site training of municipalities and commercial service providers on program requirements, standards, and reporting changes.

- Developing training programs to assist with change management and stakeholder engagement.
- Rolling out live public events.

Ensuring collection partners are given advance notice of campaigns in the marketplace and results of campaigns are communicated.

Support material studies

- Assist in the selection and onboarding of municipalities and/or MRFs for material studies.
- Support internal teams and external consultants with logistics and field support.
- Execute study processes.
- Provide summaries of findings on an ongoing and as-needed basis.

Ensure field network partner issues, desires and goals are communicated and understood by head office and that strategies and plans are appropriately responsive.

Identify opportunities for innovation in collection/processing/closing material loops based on field experience and observations.

Support supply chain and end market development in accordance with the annual operating plan, including organizing packaging trials at MRFs and end-processors.

Write and maintain packing standards, material guides, and standard operating procedures.

Participate in the development of supply chain strategies, annual operating plans and budgets based on field requirements.

## Qualifications

### Education:

Post-secondary education in a related field.

### Experience

At least 7 years in an operations role, preferably with experience in a private sector or municipal sector waste management environment dealing with supply chain, logistics and/or infrastructure issues.

### Knowledge/Competencies/Skills

- Excellent relationship-building skills, diplomacy and tact.
- Knowledge and commitment to service excellence.
- Good problem solving skills and ability to pre-empt issues at an early stage.
- Excellent organizational skills and ability to effectively contribute to and execute against plan.
- Ability to identify opportunities to strengthen business partnerships.
- Positive attitude and ability to motivate a team that is geographically distributed throughout the province.
- Ability to thrive amidst constant change.

## HOW TO APPLY

Please send your cover letter and CV to [humanresources@cssalliance.ca](mailto:humanresources@cssalliance.ca) on or before November 11, 2016. Stewardship Ontario is an Equal Opportunity Employer. Only those under consideration will be contacted.