

Are you a compliance professional who's passionate about protecting the environment? Do you go out of your way to reduce, reuse, and recycle? Do you envision a waste-free future?

If you answered yes to those questions, then we'd like to hear from you.

We are the [Resource Productivity and Recovery Authority](#) (the Authority) and our vision is a circular economy today for a waste-free tomorrow. Our mission is to support compliance with individual producer responsibility through education and enforcement to foster Ontario's circular economy, spur innovation, and protect the environment.

Our mandate from the Government of Ontario is to advance a circular economy by enforcing the requirements of the [Resource Recovery and Circular Economy Act, 2016 \(RRCEA\)](#) and the [Waste Diversion Transition Act, 2016 \(WDTA\)](#) and their related regulations.

We are looking for a talented and committed individual to join us as a **Compliance Manager, Registry Support** to support the government's efforts to protect the environment and accelerate a circular economy in which all waste is reused, recycled, and reintegrated.

### **Compliance Manager, Registry Support**

The Compliance Manager, Registry Support is a key member of the Compliance and Registry Team responsible for the operational day-to-day management of the Authority's compliance program using modern regulator principles.

The Manager will lead a team of Registry Support Officers who are responsible for the successful execution of Registry support activities under:

- the Resource Recovery and Circular Economy Act, 2016, and associated regulations, and
- waste diversion programs and industry stewardship plans under the Waste Diversion Transition Act, 2016.

This team is also responsible for the digital reporting services operated by the Authority including for the Hazardous Waste Program and, if approved by the Government of Ontario, the Excess Soils Registry.

This includes carrying out the role of inspector as set out in the legislation.

### **Practically speaking, you will:**

Operational Management:

- Manage day-to-day registration and Registry support functions and compliance functions being undertaken by the team
- Develop registration plans; outreach campaigns; compliance plans and processes, including all associated internal and external materials, for approval by the Deputy Registrar; monitor the team to ensure effectiveness; and provide guidance to the Deputy Registrar on improvements

- Ensure the implementation of registration and outreach campaigns; compliance plans and processes; and conduct periodic internal reviews to ensure all plans and processes are followed and report the results to the Deputy Registrar
- Use graduated compliance tools, including Communicating for Compliance principles and practices, to achieve compliance
- Manage process for escalating cases to the Deputy Registrar and Registrar, including developing appropriate recommendations
- Manage the operationalization of the compliance and enforcement risk management framework
- Adhere to modern regulator principles, including Communicating for Compliance
- Provide guidance and advice to the Deputy Registrar on engaging with the regulated community
- Support the Deputy Registrar on issues management and representing the Authority as delegated by the Deputy Registrar
- Liaise with other Authority staff to ensure efficient and effective exchange of information
- Acts as a cross-functional lead representing the Compliance and Registry Team across the organization on projects as directed by the Deputy Registrar
- Manage day-to-day intake and develop intake procedures and supporting material for registrant communications
- Manage the relationship with the Ministry to support the Ministry's compliance function as applicable

#### Registry Operations:

- Provide advice to the Deputy Registrar on possible enhancements to the Registry, the phone system, and website to support registration processes and other compliance functions
- Liaise with the Authority's IT team and external vendors as required to coordinate and manage the assessment, monitoring, testing, and reporting on all Registry support tools including phone systems and any Registry system enhancements
- Manage and deploy resources in coordination with the Deputy Registrar during high demand periods
- Manage the development and implementation of a reporting process for all metrics related to the activities of the Compliance and Registry Team

#### Leadership:

- Manage, motivate, and support the development of the Compliance and Registry Team through informal and formal methods including daily guidance, mentoring, structured training, and performance management
- Provide clear direction to the Compliance and Registry Team; foster a flexible team approach; and establish responsive, effective, and efficient working practices with a proactive approach to issues and challenges
- Ensure the Compliance and Registry Team has been properly trained on the Registry system; the legislative framework; and all applicable policies and procedures as directed by the Deputy Registrar
- Advise the Deputy Registrar and makes recommendations on training and professional development requirements for the Compliance and Registry Team
- Champion an organizational culture of collaboration and continuous improvement
- Advise the Deputy Registrar on setting team level performance objectives and conduct the performance evaluation of direct reports

## **Working at the Resource Productivity and Recovery Authority**

This is a permanent full-time role working Monday-Friday from 9:00 a.m. to 5:00 p.m., with flexibility as needed. Our highly attractive total compensation plan includes a competitive salary (commensurate with experience), health benefits, a defined contribution pension, personal days and three weeks of vacation to start.

During COVID-19, we work remotely and support flexible work schedules. Upon our return to the office, you'll need to be able to commute to our office. We are conveniently located in North York on the Yonge subway line at Sheppard Avenue.

We are a small team operating in an entrepreneurial environment. We are looking for team players who know what all hands-on deck means, can hit the ground running, and are ready to make the job their own. You'll have plenty of opportunities for growth, development, and mentorship as you learn from our talented team. Our hope for you is that you'll be able to fine-tune your skills and move upward in our organization.

You will be a part of a collaborative team doing ground-breaking and meaningful work with a critical environmental and economic mission.

### **Qualifications**

#### **Education:**

Post-secondary education or equivalent experience is required with the following being considered an asset:

- Legal
- Regulations Compliance
- Communications
- Project Management

#### **Experience:**

A minimum of 5 years experience in a stakeholder relations, customer service, or compliance role.

### **Other Knowledge, Skills, Abilities or Certifications**

- Demonstrated experience leading a project is required
- Background in Salesforce an asset
- Background in phone system management (phone tree) considered an asset
- Background with data management and analysis considered an asset
- Understanding of baseline financial management considered an asset
- Attention to detail and accuracy
- Demonstrated ability to analyze, synthesize information and produce appropriate reports
- Project management skills and outstanding documentation skills
- Results-driven and metrics focused with a passion for continuous improvement
- Demonstrated organizational skills with the ability to prioritize and thrive in a climate of change
- Strong interpersonal skills and demonstrated ability to work well in a team and with stakeholders and a readiness to collaborate and pitch in where required
- Excellent oral and written communication and problem-solving skills
- Strong customer service orientation
- Discretion and judgment in working with confidential information

- Knowledge and understanding of the circular economy would be an asset
- Advanced knowledge of MSOffice, in particular Excel
- Ability to communicate in French considered an asset

### **How to Apply**

We strive to build a team that reflects the diversity of the community we work in and encourage applications from traditionally underrepresented groups such as women, visible minorities, Indigenous peoples, people identifying as LGBTQ2SI, veterans, and people with disabilities.

### **Please submit your CV and cover letter to:**

Geoff Love at [loveenvironment@wightman.ca](mailto:loveenvironment@wightman.ca) or Emily Chandler at [chandlere@gmail.com](mailto:chandlere@gmail.com)