

Are you 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 \(RPRA\)](#), Ontario's circular economy regulator.

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.

We are looking for a talented and committed individual to join us as a **Compliance Support Officer (bilingual)** to support the government's efforts to protect the environment and advance a new economy in which all waste is reused, recycled, and reintegrated.

COMPLIANCE SUPPORT OFFICER (bilingual)

As the first point of contact, the Compliance Support Officer is responsible for the intake of all registrants who are required to interact with the Authority's Registry to support their regulatory obligations. The Compliance Support Officer provides excellent customer service and technical support via telephone and email to all registrants. In addition, the Compliance Support Officer provides support to the Compliance Team in the execution of compliance activities related to registration and reporting to the regulations under the *Resource Recovery and Circular Economy Act, 2016* (RRCEA).

Practically speaking, you will:

Compliance Support Service (70%)

- Bilingual, fully fluent in both English and French, written and verbal
- Supports registrants in utilizing the Registry for the Digital Reporting Services programs while taking them through the intake process
- Supports registrants in understanding their requirements under the RRCEA while taking them through the intake process
- Supports in the development and provision of materials (e.g., FAQs, slide decks, guides, RPRA website updates, Compliance Bulletins) for parties required to register and report
- Supports registrants with inputting data into the Registry during registration and ensure timely reporting
- Supports the compliance team with compliance-related matters under the RRCEA based on the Authority's risk-based compliance framework when directed
- Support the delivery of the Compliance function by identifying potential compliance issues that may require follow-up, creating and assigning cases of potential non-compliance to Compliance Officers for further investigation and or escalation
- Consistently conducts research to recognize free riders to escalate for resolution and determine specific registrants where focus is required
- Generates applicable reports and conducts basic analytics, as required

- Assists registrants regarding payment and balance related inquiries in relation to an applicable program in collaboration with Revenue Accounts Receivable Specialist
- Provides effective and efficient resolution of issues
- Ensures parties are trained on the relevant systems to register and report for compliance within the required timelines
- Maintains files and records in line with records management standards and processes
- Makes recommendations on the regulated parties system interface to increase the usability of the system while adhering to modern regulator principles, including communications for compliance

Ministry Support (20%)

- Responds to Ministry inquiries as delegated by the Manager, Compliance and Service Delivery related to authorized program data in the Registry as required to support the delivery of their compliance function as applicable
- Maintains contact with Ministry users and provides technical support as required
- Ensures Ministry users are trained on the relevant systems to access and review data that supports their compliance and enforcement work as required
- Supports in the development of and provision of materials (e.g., slide decks, guides) for Ministry users

Administration (10%)

- Provides administrative support to program committees and projects as required
- Undertakes research to support program committees and projects as required
- Gather information to setup an outreach campaign and provide recommendations to compliance managers on tools that can be used

Other Duties

- Perform other duties, as assigned

Working with the Resource Productivity and Recovery Authority

This is a permanent full-time role working Monday-Friday from 9:00am-5:00pm, 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.

We work remotely and support flexible work schedules. **Remote work is expected to be completed from a location within Ontario.** Upon our return to the office, we will continue to support flexible work schedules but depending on the job requirements 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 work experience

Experience

- Two to four years' experience in customer service is required
- Regulatory compliance experience is considered an asset
- Background with Salesforce considered an asset
- Knowledge and understanding of regulatory environments an/or circular economy would be an asset
- Understanding of baseline financial management considered an asset

Other Knowledge, Skills, Abilities or Certifications

- Strong customer service orientation to establish and maintain a high level of customer satisfaction through telephone and email correspondence
- Ability to resolve registrant issues in a timely, accurate and professional manner
- Critical thinker with the ability to ask the right questions
- Attention to detail and accuracy
- Demonstrated organizational skills with the ability to prioritize and thrive in a climate of change
- Strong interpersonal skills and demonstrated ability to be an effective team player ready to collaborate and pitch in where required
- Ability to develop strong relationships with registrants
- Excellent oral and written communication skills
- Discretion and judgment in working with confidential information
- Strong problem-solving skills and the ability to make decisions
- Knowledge in Word, Outlook, and Excel
- Ability to communicate in French considered an asset

Min: \$52,000 – Mid: \$65,000 Salary Range

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:

Rachita Chum, Director, People and Culture at rchum@rpra.ca.