

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 **Knowledge Management Lead** to support the government's efforts to protect the environment and advance a new economy in which all waste is reused, recycled, and reintegrated.

## **KNOWLEDGE MANAGEMENT LEAD**

The Knowledge Management Lead is responsible for reviewing existing compliance documentation and developing a document strategy to organize, categorize, maintain and publish documents for the Compliance and Registry team. This paves the way for a future project related to the development, successful implementation, and maintenance of an online, searchable knowledge base for compliance and regulatory information, as related to:

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

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

- Review existing internal and external documentation, including process documents, compliance bulletins, registry procedures, regulatory interpretations, briefing notes, and web pages to understand current state of documentation.
- Develop a document strategy to:
  - Reorganize and categorize existing documents in a SharePoint (Microsoft 365) environment and;
  - Govern the development and publication of new documents.
- Lead the reorganization of documents, including moving files to new SharePoint sites, pages or folders and editing or updating documents where necessary.
- Design and manage processes for knowledge management, including content review, selection, approval and publication process.
- Train team members on the proper process for creating, editing, saving and accessing documents, including hosting training sessions and developing slide decks, standard operating procedures or other documentation as needed.
- Lead change management initiatives with the Compliance and Registry team to operationalize the document strategy and related processes.
- Make recommendations to rationalize where different kinds of knowledge are hosted, and where knowledge should be centralized.

- Become an Extended Producer Responsibility (EPR) and compliance subject matter expert by learning from RPRA's team, reading governing documentation (legislation, regulations, policies, etc.) and independent research and exploration.
- Ensure regulatory interpretations and other decisions are clearly, correctly documented and made available to applicable internal and external stakeholders.
- Write articles, process documents, standard operating procedures, briefing notes, user guides and other documents to build content for the team.
- Develop processes for ensuring all published content is current, correct, and accessible to the correct users.
- Explore strategies for ensuring a modern approach to knowledge management, including but not limited to developing training videos, developing interactive online experiences, and exploring use of Artificial Intelligence (AI), and other cutting-edge technologies.

### **Other Duties**

- Perform other duties as assigned.
- Lead internal reporting on number of documents published, reviewed, edited, and other analysis related to document publication.
- Participate in a future project to select and implement a knowledge base website or application.

### **Qualifications**

#### **Education**

- Bachelor's degree/diploma or equivalent work experience in a relevant field, such as knowledge management, information studies, library sciences, business administration, economics, or environmental studies
- Certified Knowledge Manager (CKM) or other knowledge management designation an asset

#### **Experience**

- 5+ years of experience in knowledge management, including managing a knowledge base and managing a content publication process, is preferred
- 3+ years of experience with SharePoint, including administering site permissions, site pages, document libraries, document sets, and managing tags and meta data is preferred
- Experience selecting and implementing a knowledge base solution is preferred
- Experience working in the circular economy, EPR, or recycling field is preferred

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

- Advanced knowledge of how Microsoft 365 hosts, permissions and shares files across SharePoint, Teams and OneDrive
- Advanced Microsoft Word knowledge and experience, specifically in collaborating on complex content with diverse teams using tracked changes, comments, version history, document comparison and other advanced features
- Advanced knowledge of Outlook, Excel, PowerPoint
- Demonstrated ability to analyze and synthesize complex information into clear documentation and/or presentations
- Outstanding research and documentation skills
- Outstanding oral and written communication skills

- Exceptional attention to detail and accuracy
- Discretion and judgment in working with confidential information
- Ability to use, configure and troubleshoot applications (knowledge base, Microsoft 365, etc.)
- Background with data management and analysis is preferred
- 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
- Problem-solving skills
- Strong customer service orientation and ability to develop strong stakeholder relationships
- Ability to communicate in French considered an asset
- Knowledge of how to develop content compliant with the Accessibility for Ontarians with Disabilities Act (AODA) is an asset
- Knowledge of taxonomy or other approaches to organizing information is an asset

## **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, personal days and three weeks of vacation.

We have a hybrid work arrangement and support flexible work schedules. **Remote work is expected to be completed from a location within Ontario.** We are conveniently located in North York on the Yonge subway line at Sheppard Avenue.

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

RPRA is committed to maintaining a professional and respectful work environment. RPRA prioritizes the safety and well-being of its employees. Harassment or disrespectful behaviour of any kind by any individual towards our employees will not be tolerated.

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.

RPRA welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

**Min: \$82,571 – Mid: \$103,214 salary range**

### **How to Apply:**

All applicants and referrals: submit your resume to HR with the job title in the subject heading via [careers@rpra.ca](mailto:careers@rpra.ca)