

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 Quality and Service Delivery 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.

Quality and Service Delivery Lead

The Quality and Service Delivery Lead acts as the primary workforce management analyst and oversees the intake, quality and service delivery function of all call centre and customer service programs. The position provides leadership and guidance to the Compliance Support Officers, ensuring they are carrying out the daily operation of registration, reporting and technical support of the Authority's Registry.

Acting as a workforce management analyst, the Quality and Service Delivery Lead will oversee the call centre and optimize the organization's service delivery through monitoring performance to improve product quality.

Practically speaking, you will:

Operational Leadership (70%)

- Lead and oversee a dynamic team, fostering a collaborative environment to achieve individual and the teams' key performance indicators (KPIs)
- Supports the relationship and day to day operations of our third-party inbound contact center partners, as directed by the Manager, Service Delivery
- Work with internal and external partners to identify key opportunities, develop staff and budget planning
- Monitor RPRA officers behaviour and adherence through standard Call Centre management applications (e.g., Amazon Connect) and take action as needed under the guidance of the Compliance Team Managers
- Investigate all escalations related to interactions by the compliance team and those handled by the third-party call centre and follow up as required
- Manage and reassign officer workloads to address deviations from scheduled activities

- Approve time-off requests for the managers' consideration and other shift-related activities for internal RPRA resources
- Schedule meetings, training, and shift activities for internal RPRA resources, accurately code them in all affected systems, and notify all relevant parties.
- Handle daily sick notifications and provide appropriate reporting.
- Answer emails and requests from officers and compliance managers
- Use available data and forecast models to respond to future-dated requests
- Manage outage notification process across call centre systems and provide feedback on post-mortem recovery process
- Leverage and recommend improvements to technology and telephony, such as IVR and skill-based routing, and other available software to identify trends, registrant sentiment, future requirements, or areas for testing and refinement.

Reporting and Analysis (20%)

- Support the creation of effective training materials, go-to-market messaging, and the execution campaigns to improve the customer experience
- Listen to registrant calls, identify opportunities and areas for improvement, and work with partners to develop talent and optimize results
- Manage quality assurance, complaint resolution, compliance and registrant feedback to ensure service meets the organization's quality standards
- Assist in efforts to identify best practices and make recommendations to improve performance
- Supports the manager, to ensure accuracy, consistency, completeness, and reliability of data by executing data processes.
- Support the creation and analyzation of reports for internal and external audiences, and present findings as needed.
- Provide detailed and accurate daily performance reports, including previous day and end-of-day metrics.
- Analyze metrics and recommend courses of action based on data insights.

Registrant Services (10%)

- Ensures registrants are trained on the relevant systems
- Make recommendations to improve the registrants' system interface to enhance usability
- Ensure a high level of registrant satisfaction by ensuring the compliance team is resolving issues in a timely, accurate, and professional manner, answering questions, and providing information

Qualifications

Education

- Diploma or Degree from a post-secondary institution or equivalent combination of relevant education and experience

Experience

- Minimum of 3 years Workforce Management experience in Call Centres
- Knowledge of Amazon Connect or similar Call Centre platform

- Demonstrated background in training and coaching colleagues

Other Knowledge, Skills, Abilities or Certifications

- Experience using Salesforce as a CRM is considered an asset
- Strong background directly related to a customer service leadership function
- Experience assisting with the development of customer service policies, procedures and processes, to provide an effective service
- Background with data management and analysis considered an asset
- Demonstrated ability to analyze, synthesize information and produce appropriate reports
- Project management skills and documentation skills
- Strong communication skills, both verbal and written with the ability to communicate with all levels of staff
- Application of knowledge, judgment and past practice or precedent in making decisions to resolve problems
- Excellent oral and written communication
- Strong customer service orientation
- Ability to work well and stay calm under pressure
- High level of professionalism; ability to take self-initiative and be proactive

Working with the Resource Productivity and Recovery Authority

This is a permanent 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: \$80,400 - Mid \$100,500 salary range

How to Apply:

All applicants and referrals: submit your resume to careers@rprra.ca with the job title in the subject line.