

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 \(RPRA\)](#) (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 associated regulations.

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

This is an excellent position for someone with customer service experience looking to begin and grow a career in compliance in a collaborative and learning environment.

Registry Support Officer (Bilingual)

In this new role, you'll provide customer service and technical support to registrants who are required to interact with the Authority's Registry. You will have a unique opportunity to help further define the role.

You'll spend most of your time handling various registrant inquiries through phone and email. You'll also provide light administrative support to program committees and projects as needed.

Practically speaking, you will:

- Support registrants inputting their data into the Registry portal during registration and reporting
- Assist with payment and balance inquiries as it relates to our programs
- Resolve inquiries in a timely, accurate, and professional manner and establish a high level of customer satisfaction through email and telephone correspondence
- Create case files and assign to Compliance and Registry Officers for further investigation and/or escalation as needed
- Assist in the development and provision of training and communication materials for registrants to support registration and reporting
- Make recommendations on the Registry system to increase usability
- Respond to Ministry inquiries as delegated by the Manager of Compliance, Registry Support to support the Ministry's compliance function

To succeed in this role, you'll need to have excellent oral and written communication skills and be comfortable spending most of your time providing excellent customer service to our registrants. You'll also need to be organized with strong attention to detail for accurate recordkeeping. And you'll need to have strong problem-solving skills and discretion when working with confidential information.

You'll excel in this role if you're someone who thrives in a fast-paced, ever-changing, collaborative environment. You're intelligent, able to adapt quickly to meet the needs of the organization, and not afraid to pitch in wherever needed.

If this sounds like you, we want to meet you!

Working at the Resource Productivity and Recovery Authority (RPRA)

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 plan, personal days and three weeks vacation to start.

During COVID-19, we work remotely and support flexible schedules. Upon our return to the office, we will continue 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

- Bilingual, fully fluent in both English and French, written and verbal (*note that we have multiple positions to fill and will consider some unilingual candidates*)
- 2-5 years of experience working in a customer-facing role, providing excellent customer service
- Willingness and ability to pass a criminal background check and credit check
- Experience working with Microsoft Office (e.g., Outlook, Excel, PowerPoint, Word, etc.) and a strong technical aptitude
- Experience working in a collaborative, team environment
- Experience engaging with customers over the phone and a proven excellent phone manner is an asset
- Experience using Salesforce is an asset
- Knowledge and understanding of regulatory environments and/or the circular economy is an asset
- Understanding of basic financial management is an asset

- Post-secondary degree/diploma in compliance or any other field is 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.

**If you are interested and qualified for this role,
please submit your CV and cover letter to:**

<https://www.fitzii.com/apply/53509>