

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 **Registry Systems Business 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.

## **Registry Systems Business Lead**

The Registry Systems Business Lead supports the operational performance and continuous improvement of the Resource Productivity and Recovery Authority's (RPRA) digital systems, particularly focusing on registry operations and enhancements. This position bridges business units and IT, supporting the Manager, Business Change & Implementation (MBCI) in ensuring that system changes meet business requirements and enhance operational efficiency. The Lead will assist in managing the operational development cycle, user story development, and change adoption activities. This role will also provide support to business resources on large registry development projects.

The individual in this role is expected to contribute significantly to both qualitative and quantitative improvements for registry systems fixes and enhancements, under the guidance and direction of the MBCI.

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

#### **Registry Operations and Improvements (70%)**

- Supports the MBCI and compliance department for the integration and operational maintenance of RPRA's registry systems with evolving business requirements and compliance activities.
- Reporting to the MBCI, ensures business realization of enhancement and development requests to ensure timely and effective implementations and change adoption.
- Contributes to business issue analysis and resolution recommendations to incoming registry system issues, including root cause identification, process improvement, training, and change enablement.
- Supports standard development cycles and recurring operational reporting cycles for registry systems, including user story development and requirements elicitation, backlog management, and sprint planning.
- Coordinates and ensures completion of quality assurance activities for registry systems and support tools by managing user acceptance testing (UAT).

- Identifies and supports the development of related metrics, analytics, and reporting standards for registry system functionality and data structures.

### **Registry Large Development Projects (20%)**

- Supports initiative scoping for incoming system build & development items, including documentation and initial analysis development.
- Supports project management and coordination efforts as needed to help ensure registry business sponsor and product owners can perform project responsibilities effectively.
- Assists in the preparation and maintenance of business cases, status documentation, roadmaps, and planning documents.
- Acts as business UAT coordinator, ensuring effective and thorough testing, management of testers, and effective communication with both business and project teams.
- Facilitates change management and transition to operations, including process and procedure development, training, and migration of project backlogs into operational backlog.

### **Collaborative Change and Improvement (10%)**

- Trains, redirects, and aligns the Compliance & Registry team by acting as a knowledgeable resource on registry systems & functionality, project management, change management, and process improvement.
- Assists in the execution of change management strategies to ensure effective communication, stakeholder engagement, and adoption of new practices within the organization.
- Acts as a proactive bridge between departments, fostering open communication and collaboration on shared projects and goals. Coordinates cross-functional meetings and workshops to ensure alignment and address interdepartmental challenges effectively.
- Identifies and recommends improvements to business processes and systems. Engages in ongoing analysis and review of project outcomes to advocate for and implement strategies that enhance efficiency and effectiveness across the organization.

### **Other Duties**

- Represent the MBCI as required.
- Performs other duties as assigned.

## **Qualifications**

### **Education**

- Post-secondary education in an area such as business, IT, communications, finance, data analytics, regulatory compliance, environmental studies, or a related subject; or equivalent work experience.
- Certification in a related area such as PMP, CCMP, CCBA, or similar is considered an asset.

### **Experience**

- A minimum of four years of experience in any combination of project management, system implementations, business analysis, change management; or similar.

- Experience with Agile methodologies and user acceptance testing (UAT).
- Experience in a product owner role or in developing user stories.
- Knowledge of Salesforce or similar CRM systems.

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

- Proven ability to identify, synthesize, and explain complex business requirements.
- Excellent analytical and problem-solving skills with a capacity to understand complex concepts and technical information and a focus on operational improvement.
- Advanced knowledge in O365 core applications
- Excellent interpersonal skills, reflected in both oral and written communications.
- Project management skills and outstanding documentation skills.
- Customer service orientation
- Ability to work independently and provide direction to team members on project-based initiatives.
- Experience with systems, projects, and processes in these areas is considered an asset:
  - User Acceptance Testing
  - UX/UI Design
  - Jira and Confluence
  - Salesforce Service Cloud, Salesforce Marketing Cloud
  - Salesforce Integrated Services and Products
- Experience in these areas is considered an asset:
  - Developing and implementing change management and/or transition strategies
  - Managing complex stakeholders
  - CRM integrated phone system management (phone tree)
  - Large dataset management and analysis.
- Knowledge and understanding of the circular economy is an asset.
- Ability to communicate in French is an asset.

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

This is a Monday-Friday role 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.

RPR is committed to maintaining a professional and respectful work environment. RPR 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**

**How to Apply:**

*Internal applicants and referrals:* submit your resume to HR with the job title

*External applicants:* submit your resume to Donna McGurk at [donna.mcgurk@altis.com](mailto:donna.mcgurk@altis.com)