

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 **Workforce Management and Intake 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.

### **Workforce Management and Intake Lead**

The Registry and Compliance Workforce Management and Intake Lead acts as the primary workforce management analyst overseeing the intake function of all call centre programs. The position provides leadership and guidance to the Compliance and Registry Team, 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 incumbent will oversee the call centre and optimize the organization's service delivery through monitoring and managing performance and ensuring work is being managed and prioritized to ensure productivity and efficiency of staff.

We are looking for a hands-on, experienced individual who will work with our third-party partners and internal teams to optimize performance, meet targeted KPI's, and enhance the various processes and tools that support this channel. This is an important role in our organization that is directly accountable for the operation of the call centre and elevating the overall registrant experience.

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

#### **Operational Leadership (70%)**

- Manage the relationship and day-to-day operations of our third-party inbound contact center partners
- Work with internal and external partners to identify key opportunities, develop staff and budget planning
- Monitor agent behaviour and adherence through standard Call Centre management applications (e.g., Amazon Connect, Genesys) and take action as needed under the guidance of the Compliance and Registry Team Managers
- Provide timely reporting and escalation
- Respond to deviations from scheduled activities through managing and changing agent work assignments

- Approve requests for time-off for the Managers consideration, and all shift related activities for internal RPRA resources to ensure support coverage
- Schedule appropriate meetings, training and all shift activities for internal RRPA resources. Accurately code in all affected systems and provide proper notification to interested parties
- Handle all daily sick notifications and provide appropriate recommendations to the Compliance and Registry Team Managers should there be coverage issues
- Answer emails and requests from agents and leadership
- Respond to future dated requests using forecast models and available data
- Manage outage notification process across call centre systems
- Prime the real-time relationship with third party call centre to ensure timely notification of client and queue affecting outages are managed appropriately
- Leverage and recommend improvements to technology and telephony (IVR, skill-based routing) and other available software to identify trends, registrant sentiment, future requirements or areas for testing and refinement

### **Reporting and Analysis (20%)**

- Assists in efforts to identify best practices in data processes
- Educate partners on new processes and other programs as required
- Support the creation of effective training materials, go-to-market messaging and the execution of campaigns
- Report on performance, achievements and assigned metrics; conduct monthly business reviews and regularly share results with partners and key internal stakeholders
- Manage quality assurance, compliance, complaint resolution and registrant feedback
- Listen to registrant calls, identify opportunities and areas for improvement, work with partners to develop talent and optimize results
- Executes data processes to ensure data accuracy, consistency, completeness, and reliability
- Creates, analyzes, and reviews reports for internal and external review and presentation
- Provide detailed and accurate daily performance reporting including previous day and end of current day
- Analyze and report on metrics as needed and recommend courses of action based on data

### **Registrant Services (10%)**

- Establishes a high level of registrant satisfaction through all contacts, providing resolution of issues in a timely, accurate and professional manner, answering questions, and providing information
- Ensures registrants are trained on the relevant systems
- Make recommendations on the registrant's system interface to increase the usability of the system

### **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.

During COVID-19, 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**

- 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 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

**Target Salary Range: \$75,000 - \$85,000**

**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:**

Donna McGurk at [donna@altisrecruitment.com](mailto:donna@altisrecruitment.com)