



JOB POSTING
Vice President, Management Services Delivery

About Resource Recovery Alliance Inc. (RRA)

RRA was founded in 2021 and acquired the assets of Canadian Stewardship Services Alliance Inc. (CSSA). RRA is a wholly owned subsidiary of Green for Life Environmental (GFL). RRA provides front and back office support to a number of stewardship program and producer responsibility organizations. These RRA customers operate recycling programs to meet the regulatory obligations of the stewards/producers in their jurisdiction.

Purpose of Position:

Reporting to the Vice President, RRA, the VP Management Services Delivery will be responsible for overseeing the delivery of most operational services defined within each client's Management Services Agreement (MSA). These services are designed and delivered to ensure the client's compliance with its jurisdiction's waste diversion legislation and regulation and in accordance with the client's operating plans and policies. Oversight of the alignment of RRA internal processes enabling this compliance is a key feature of this role as is identifying and implementing continuous improvements that drive the efficiency and economy of the organization's service delivery model.

This role will also work closely with the VP Projects & CIO to determine the future organizational design and develop an organizational transition model that delivers an optimal alignment of services such as steward and service provider registration and reporting services, business analytics, costing, fee setting and stewards services to the internal management structure. The VP MSD will ensure the quality delivery of inputs to client Committees and Boards of Directors as directed by client Executive Directors. This role will assume responsibility for the RRA services cost model and contracts. The VP MSD joins the VP Projects & CIO as the primary interface between MSA clients and the RRA leadership team.

Responsibilities:

Oversight of Client Service Functions:

This role will assume management responsibility over the direct operational services areas in phases beginning with the Financial services area. In this phase, responsibilities include:

- Oversee the Financial Services team and related deliverables
- Participate as a member of the Client Service Team for programs, meeting weekly to discuss service delivery issues, continuous improvement opportunities and status
- Develop a deep understanding of client program's legislative, regulatory and operating plan content and objectives



- Provide guidance to client programs related to the nature, scope and content of external financial and non-financial audits and ad-hoc audits. Support client presentation to Finance/Audit Committee and Boards upon request.
- Provide leadership to investment portfolio management by supporting the work of the Client program's Finance & Audit Committee/Treasurer. Develop and propose strategies to leverage substantial cash resources in order to support operational objectives. Implement same upon approval.
- Implement KPIs to assure delivery of consistent, high-quality service to Client Programs.
- Provide strategic guidance to the budget and planning process for Client Programs
- Maintain familiarity with client financial statements for the purpose of providing strategic insights
- Participate in steward/member reporting escalations as needed:
- Lead the organization's risk process, including coordination and oversight of development and implementation of mitigation plans, including manage the insurance portfolio. This includes risk updates and reports to the Finance Committee / Board of Directors.
- Lead the annual financial audit process to produce an unqualified audit for RRA and each of its clients.
- Participates as a member of the RRA Leadership team and provides financial expertise
- Chair of the internal Policy Escalation Committee which reviews issues on steward administrative policies.
- Lead the Green Dot North America program
- Manage the performance and professional development all direct reports

Qualifications

Education/Skills/Experience/Designations:

Education:

- Degree in Business, Finance, Accounting, Economics or related field
- CPA designation is preferred

Experience:

- 15 years of experience that includes leading operations and client services
- Knowledgeable on matters related to Extended Producer Responsibility (EPR) regulations
- Experience leading an outsourced service delivery function an asset



- Experience using business analytics to gain insights into business performance and drive business planning.

Knowledge/Competencies/Skills

- Strategic vision, leadership and negotiation
- Adaptability, flexibility—can cope effectively with change; can shift gears comfortably; can decide and act without having the total picture; can handle risk and uncertainty
- Innate curiosity; learns quickly when facing new problems; enjoys the challenge of unfamiliar tasks
- Thinks “beyond the box”; brings originality and value-add to brainstorming and complex problems
- Oriented to quality
- Coaching & mentoring, managing staff
- Good judgment and “political sense”; makes good decisions based upon a mixture of analysis, wisdom, experience and judgment

HOW TO APPLY

Please send your cover letter and CV to humanresources@rralliance.com on or before August 25th, 2022. Indicate in the subject line what position you are applying for.

Resource Recovery Alliance is an Equal Opportunity Employer. Please note that RRA will provide accommodation during the selection process to applicants upon request.

Due to COVID-19, the RRA team is currently working remotely. This position will work remotely until regular office attendance resumes.

We sincerely thank all applicants for their interest. Only those under consideration will be contacted.