



ALBERTA BEVERAGE CONTAINER
RECYCLING CORPORATION

POSITION PROFILE	
Position Title:	Bottle Depot Relationship Coordinator
Reports to:	Vice President, Operations
Date Revised:	August 2023

Reporting to the Vice President the Bottle Depot Relationship Coordinator will be accountable for the effective and efficient delivery of both baseline and continuous performance improvement services and results for all bottle depots within the province of Alberta.

KEY FUNCTIONS & ACCOUNTABILITIES

- Timely delivery of services to the Bottle Depots in Alberta that meet or exceed the requirements of the Service Agreement and expectation of the ABCRC Executive team
- Point of contact for all Depot customer relationship issues
- Works closely with Depot Managers to identify long term solution and/or process changes
- Works closely with ABCRC Transportation Manager to ensure new Depots are setup to the standard as well as bring existing Depots up to the new standard
- Works on numerous improvement projects initiated by ABCRC and/or ABDA and/or BCMB to improve upon the service delivery to Depots
- Minimum oversight required as needed for the smooth operation of ABCRC facilities and timely turnaround for the Depot
- Responsible for the annual and semi-annual Depot inventory cycles
- Integral part in the prevention of fraud within the network and represents ABCRC where needed
- Support ABCRC Vice President in projects initiated by OSC and or ILC meetings
- Support to the Executive Team, in the compilation of reports and presentation of performance results, including variance, as well as the execution of special projects as assigned

COMPENSATION

Annual base salary

EDUCATION AND TRAINING

The Bottle Depot Relationship Coordinator will have extensive Operational and Sales/Customer Relationship experience.

EXPERIENCE

The Bottle Depot Relationship Coordinator must have a minimum of 3 years of experience. The experience should be a combination of Customer Service, Sales and Operations.

KNOWLEDGE, SKILLS AND BEHAVIOURS

- Thrives in a fast paced, performance excellence-based culture
- Demonstrates self-awareness and constantly strives to improve
- Skilled in managing conflict and embraces change with confidence
- Ability to prioritize workload, manage projects and handle multiple responsibilities while meeting

tight deadlines

- Sound judgement, initiative, and ability to change prioritizing workloads on demand
- Self-starter with creative mind and an ability to put ideas into practice
- Excellent interpersonal, verbal, and written communication skills
- Exceptional organization and attention to detail
- Excellent presentation skills
- Ability to act with discretion and treat confidential information appropriately
- The capacity to build strong positive relationships with all levels of the organization
- Impeccable judgement and professional maturity; demonstrated ability to advise on sensitive issues
- High level comfort in ambiguous situations; able to learn quickly and exercise judgement in situations where data may be elusive
- Excellent judgement and creative problem-solving skills
- Proficient in Microsoft Office

WORKING CONDITIONS

Physical demands: Extensive travel to Depots, minimum at the desk, using office equipment and attending meetings. Occasional lifting of supplies and materials.

Environmental Conditions: Working in extreme cold and/or heat, manage multiple priorities and tasks and may experience interruptions. The position requires excellent organizational and time management skills, and precise attention to details.

Mental Demands: Must gain a good understanding of the Service Agreement, BCMB By Laws, ABDA policies and all ABCRC's policies. An appreciation of diverse stakeholder interests and sensitivities must also be developed.

Travel Demands: The Bottle Depot Relationship Coordinator will be external facing and will require 70% travel to visit bottle depots in the province of Alberta. The expectation is to visit each depot twice a year.