OPERATIONS MANAGER

What's BC Used Oil all about?

The BC Used Oil Management Association (BCUOMA), located in Victoria BC, is a collaborative, not-for-profit group assisted by oil and antifreeze manufacturers and first sellers of those same automotive products and parts. Our entire reason for being is to collect and recycle used lubricating oil, oil filters, oil containers, used antifreeze and antifreeze containers.

Our goal is to provide British Columbians with an eco-friendly and cost-effective way to recycle these materials. Each year, approximately 50 million litres of oil and 3 million litres of antifreeze are collected and responsibly managed through the BCUOMA program.

Position Overview

Reporting to the Chief Executive Officer, the Operations Manager will be responsible for ensuring the efficient functioning of all operational processes, implementing activities that enhance productivity, fiscal efficiencies, and operational excellence with a lens of environmental responsibility and sustainability.

Key Responsibilities

- Day-to-day oversight of the collector and processor program, provide ongoing reviews and manage relationships. Approve processor claim payments currently in the range of $14M annually.
- Monitor and evaluate operational data for accuracy and provide quality assurance on reporting.
- Collaborate with cross-functional teams to develop, maintain, and execute operational performance metrics and dashboards to track progress and report to senior management.
- Implement and optimize operational policies, procedures, and quality standards that ensure the effective and efficient operation of BCUOMA.
- Monitor and analyze key performance indicators (KPIs) to identify areas for improvement and take corrective actions as needed.
- Identify opportunities for process improvements, cost reductions, and increased efficiency.

- Maintain relationships with key stakeholders, including customers, suppliers, municipalities, and partners, to investigate opportunities to generate interest in and ensure that BCUOMA is meeting their needs and expectations.
- Ensure that all operations are aligned with the strategic goals of BCUOMA and support the achievement of those goals
- Participate in and manage the operational budget, including forecasting, monitoring, and reporting on financial performance.
- Provide regular reports to the executive team on operational performance, identifying areas for improvement and making recommendations for change.
- Ensure compliance with all relevant regulatory requirements and standards.
- Foster a culture of accountability, collaboration, and continuous improvement.
- Travel when required, often on short notice.

Qualifications
- Bachelor's degree in Business Administration, Operations Management, or a related field.
- 5+ years' experience in operations management or a similar role. Experience in the environmental industry is preferred.
- Strong leadership abilities with a track record of successfully managing and developing teams.
- Demonstrated knowledge of relevant municipal, provincial, and national industry regulations.
- Strong analytical and problem-solving skills, with a data-driven approach to decision making coupled with the ability to identify and resolve problems quickly and effectively.
- Exceptional communication and interpersonal skills with the ability to build relationships with internal and external stakeholders at all levels.
- Strong organizational and time management abilities, with a keen attention to detail.
- Demonstrated ability to thrive in a dynamic and rapidly changing environment.
- Proficiency in using operational tools, software, and systems.
- Experience working in a regulated industry is preferred.
- Familiarity of continuous improvement processes is preferred.

Salary and Benefits
- Salary: $68,000-$75,000 depending on experience
- Three weeks' vacation
- Chamber benefits (extended health and dental coverage)
- Flexible schedule
- Beautiful downtown office location
- Parking, bus pass and/or bike storage provided