

UOMA Atlantic Operations Program Manager / Area Representative
JOB DESCRIPTION

Job Summary:

Reporting directly to the General Manager, the Atlantic Operations Program Manager/Area Representative is principally responsible for leading the association's communications and stakeholder engagement functions and for achieving consistency of messaging in line with UOMA-Atlantic's mandate, strategic priorities and brand objectives. This position will provide oversight and perform a variety of duties to ensure the efficient and effective delivery of the Stewardship Program in the Atlantic region.

PRIMARY DUTIES

Communications and Stakeholder Engagement

- Cultivate and maintain positive, productive relationships by liaising with the public, the business community, government, key associations, community partners and other stakeholders.
- Develop and coordinate a communications and awareness program for the Atlantic region.
- Responsible for project management of member and non-member communication and marketing projects.
- Conduct regular site visits with collectors, collection facilities and processors to promote program.
- Promote the development, education and public awareness of UOMA Atlantic through trade shows, fairs and speaking engagements.
- Liaise directly with collection facilities and the public to handle enquiries and complaints in person, by phone or email and follow up.
- Provide promotional support for collection facilities and other stakeholders.
- Maximize member and stakeholder engagement and connectivity through thoughtful and strategic communication.
- Serve as a strategic advisor to the General Manager, Board and senior staff team on issues of communications, media relations, stakeholder engagement and reputation management as needed.

Program Management

- Direct liaison with the Provincial representative overseeing the stewardship program (Recycle NB, MMSB (NL), Nova Scotia Environment and Department of Environment, Water and Climate Change PEI).
- Support and assist with the development of Collection facilities.
- Provide ongoing support to collection facilities and processors to ensure compliance with applicable laws and regulations.
- Work directly with provincial partners such as waste management authorities, harbour authorities and municipalities to ensure program efficiency.

Financial and Administrative

- Establish and recommend an overall annual program budget and monitor to ensure budget is not exceeded.
- Act as direct liaison with UOMA Atlantic management team.
- Stay updated on all pertinent regulations to ensure program operations are compliant.
- Participate as required in national association meetings with General Manager and Chair.
- Provide administrative support to the Board of Directors and associated committees.
Create meeting timelines, prepare and distribute meeting notification, correspondence, and agenda materials. Attend board and committee meetings and record minutes. Actively participate in the development of the association's strategic goals, and the annual and long-term plan to achieve them.

Supervision

- Oversee and provide coaching and support to team of Area Representatives.
- Support Area Representatives in liaising with the Provincial officers overseeing Stewardship Program (Recycle NB, MMSB (NL), Nova Scotia Environment and Department of Environment, Water and Climate Change PEI).

Other duties as assigned.

EDUCATION AND EXPERIENCE

- Bachelor's degree in marketing or communications desired.
- Minimum 3 years member relations/stakeholder relations and member communications/marketing experience working with members, non-members, affiliated associations, and partner organizations.
- Association or membership-based organization experience, highly desired.

KNOWLEDGE & SKILLS

- Excellent written and oral communications skills in English.
- Fluent spoken French, advanced written French a definite asset.
- Ability to write creatively for unique member segments and adapt writing style to the expectations of leadership team as required.
- Strong presentation skills.
- Broad knowledge of best practices in public and stakeholder relations and strategic communications, including media, community and government relations, and advocacy.
- Strong financial acumen and the ability to balance the delivery of programs against the realities of a budget.
- Excellent time/project management skills, highly organized and detail-oriented and ability to prioritize and juggle multiple tasks to meet multiple deadlines.
- Exceptional customer service skills.

- Solid interpersonal skills, with the ability to exercise high-level of diplomacy, maintain a positive focus, and use discretion with confidential information.
- Self-reliant, excellent critical thinking and problem-solving skills and results oriented.
- Demonstrated ability to learn on the fly and quickly grasp program fundamentals.
- Related industry experience or knowledge of used oil stewardship programs a definite asset.
- Proficiency with MS Office Suite, including Word, Excel, PowerPoint and Outlook.
- Ability and willingness to travel.