
Job description**About the BCMB**

The Beverage Container Management Board (BCMB) is the regulatory authority for beverage container recycling in Alberta. Established as a management board under Alberta's Environmental Protection and Enhancement Act, the BCMB is also a not-for-profit organization. The BCMB develops policy and programs to regulate and enhance a leading beverage container system that protects Alberta's environment.

About the position

We are seeking a self-motivated, highly organized, thorough, and dependable Level I Compliance Officer to join our Edmonton based team. This is a full-time position in Edmonton or Calgary. Salary within the advertised range will be based on experience and qualifications.

Reporting to the Manager of Compliance, the Compliance Officer is responsible for inspecting, auditing, and encouraging compliance by all depots, the Collection Service Agent (CSA), and Collection Service Provider (CSP) in accordance with the Environmental Protection and Enhancement Act (EPEA), Beverage Container Recycling Regulation (BCRR), By-laws, Policies and Procedures of the BCMB.

Compliance Officers are designated as Inspectors/Investigators under the EPEA, limited to the BCRR, by Alberta Environment and Protected Areas (AEPA).

Compliance Officers are the first link to the beverage container recycling industry and as such represent the regulator in everything they do. They are responsible for maintaining compliance through the various By-laws associated with the recycling of beverage containers. They use education, compliance and enforcement to achieve this.

This position operates in a flexible work arrangement as a combination of remote and in-office setup. Staff are expected to be in office for staff and team meetings, and as requested.

About the candidate**You should:**

- Be a self-motivated and independent
- Be a problem solver who easily learns systems and processes
- Be comfortable asking and addressing hard questions and situations, while maintaining a professional and friendly demeanour
- Be a task-orientated planner and decision maker, who understands that the small details matter
- Know the importance of records management and reporting, and have excellent attention to detail
- Be willing to accept feedback and reflect on performance with a mindset of continuous improvement
- Have a willingness to travel long distances, sometimes requiring overnight stays
- Enjoy enhancing work culture and jumping in to help the organization and your colleagues succeed

Overview of Duties and Responsibilities:

A. Depot Operational Compliance

- Inspect depots to ensure they continue to meet operating criteria and standards as set out in regulation, by-laws, or policies of the BCMB.
- Complete pre-inspection reports prior to inspections, including risk assessments.
- Utilize information and intelligence to target time and effort most effectively, planning inspections to be as efficient as possible with particular focus on poor performers.
- Administer BCMB compliance frameworks – measure depot performance against these frameworks (standards), keeping accurate records and documenting your decision making and rationale.
- Apply, monitor, and assess compliance frameworks related to those that fail to meet or maintain operating standards, making decisions based on the facts, using sound rationale and applying discretion where appropriate, referring cases to the Manager where appropriate.
- Maintain accurate, timely and measurable records, ensuring compliance with document retention policies and legislation.
- Follow up on concerns, questions, and feedback, making independent decisions on how best to assist and address matters which are raised.
- Monitor and make recommendations for changes to by-law, policy, and standard operating procedures as needed, providing evidenced and well thought out reports containing the reasons and benefits for any changes.
- Provide detailed reports, ensuring a professional tone and fact-based content, suitable for use in committee meeting, Board meetings or hearings.

B. Administer Compliance Frameworks

- Test and monitor performance with the Quality Control (QC), Refund Compliance (RC) and Uniform Code of Accounts (UCA) frameworks.
- Administer frameworks accordingly:
 1. Monitor performance against standards in bylaw, providing accurate and timely reports and appropriate use of Compliance Frameworks where non-compliance is found.
 2. Communicate with depots through QMS, in person, by telephone or via industry email, ensuring compliance with timelines as set out in bylaw, policy, and SOPs.
 3. Follow internal processes, reviewing and identifying areas for improvement.
 4. Observe audits when necessary. when directed by management, collecting evidence in the form of written documentation and images, for potential use in meetings and hearings.
- Provide detailed and accurate reports, ensuring a professional tone and fact-based content.
- Work and communicate with industry partners to ensure accurate data is provided and ensure any information shared is in accordance with legislation and policy.
- Assist the Compliance Administrator with reviewing Refund Compliance reports submitted by the third-party contractor to ensure adherence with policy and procedure.

C. Permitting

- Process Renewals, Permit Amendments (ex. Depot Name Change), and New Permit (ex. Change of Ownership) applications, assessing suitability against bylaw and SOPs as well as ensuring

accuracy and completeness of applications, reporting all applications to the Manager of Compliance.

- Assist with evaluation of Request for Application (RFA) submissions, managing expectations of those involved, keeping accurate records of communication, and ensuring fairness and transparency throughout.
- Maintain excellent records, consistently and fairly applying processes, documenting all decision making.
- Onboard new permit holders and ensure access to industry tools, working with stakeholders and industry partners.
- Update documentation to meet best practice and make information available on the BCMB website, ensuring documents are stored correctly and in accordance with policy and information retention legislation.

D. Customer Service

- Provide ongoing support to depots, retailers, and the public, to promote excellence within the industry and address questions or concerns as they arise.
- Answer inquiries, offering issue resolution where available. Handle complaints in a professional and courteous manner, representing the BCMB in the best light possible at all times.
- Attend public conventions or conferences (such as annual industry conference) and serve as a BCMB representative, helping to promote the BCMB as a world leading regulator in the recycling industry.
- Respond to and follow-up on Quality Monitoring System (QMS) tickets issued by depots and other industry partners daily, ensuring a prompt response to questions and referral to other agencies where required.
- Deal with public complaints, documenting all communication and referring matters to the Manager of Compliance where further action is required.

E. Investigative Support

- Assist with Investigative duties as required/requested by Management and/or the Compliance Officer II.
- Observe offloads and audit material when directed, collecting evidence in the form of written documentation and images, for potential use in Hearings.
- Maintain high quality and accurate records when conducting investigative work.
- Maintain the highest levels of confidentiality when conducting investigative work to ensure the integrity of the investigation is maintained.

F. Collection System Agent Standards Reviews

- Conduct monthly evaluations/inspections of the Collection System Agent against operating criteria and standards as set out in the CSA Operating Agreement, providing on the spot feedback on deficiencies and facilitate improvement through collaborative communication.
- Conduct QC Recount audit inspections as required, offering advice where appropriate and constructive feedback to promote exacting standards.
- Collect CSA data and report on CSA performance as required, providing summaries of findings and areas of improvement where appropriate.

- Recommend areas of improvement to plant managers and supervisors when CSA fails to maintain operating standards.

Qualifications:

- At minimum, a post-secondary diploma from an accredited institution in a Compliance, Investigation, Community or Economic Development, Business Administration or Environmental Studies background.
- 2-5 years experience in compliance, enforcement, and/or a regulatory role.
- A combination of experience and education may be considered.

Requirements:

- Computer proficiency, with working knowledge of Microsoft Office applications, Outlook, Microsoft Teams, SharePoint and Internet Web Browser.
- Excellent written and verbal communication skills.
- Strong attention to detail, with the ability to manage high volumes of work while maintaining high standards of administrative materials.
- Ability to work to deadlines with minimal or no supervision and in a decisive manner.
- Self-motivated, with ability to work in a team environment.
- Ability to interpret Regulation, By-law and policy.
- Regular travel is a requirement of this position (Valid Class 5 Alberta Operators License and reliable vehicle).

Assets:

- Training in policy interpretation and enforcement, administration, investigations or administrative law would be an asset.
- Understanding of Microsoft Dynamics systems, data reporting and file management.

The BCMB offers a competitive salary and compensation package including excellent benefits with a RRSP matching program and flexible spending account.

A full police information check through your local municipal law enforcement agency will be required. Final candidates will be provided with a link to fulfill this requirement. BCMB Management reserves the right to refuse employment based on their review of that report.

This job posting will remain open until 9:00 am on Monday May 11, 2026, or until a suitable candidate is found. If we receive a high volume of applications, this job posting may be paused from time to time while we filter through candidates for interview selections.

We are an organization that highly values cyber-awareness and cyber-security practices. If you are concerned that this job posting being potentially fraudulent, we invite you to visit our website at www.bcmb.ab.ca and view the posting under About Us > Careers.

We thank all those that apply but advise that only those applicants selected for an interview will be contacted.

Job Type: Permanent, full-time, 1 position in Edmonton
Salary: \$56,5225-\$70,281 per year

Last updated: April 27, 2026