



Steward Services Business Coordinator

Position Summary

The Steward Services Business Coordinator role will help to facilitate the needs of the changing National Steward Service (NSS) department at Canadian Stewardship Services Alliance. One of the primary purposes of the role is to assist the NSS team by providing steward information and data and act as the SAP/CRM Super User. The role will be integral to raising opportunities for turning departmental best practices into process improvements. The Business Coordinator will also support to the NSS team and assist Managers with various project requirements.

Responsibilities

- Update training manual and communicates program policies, rules, contractual requirements, legislation and regulations pertaining to the reporting of material tonnages and payment of fees for stewards to NSS team members.
- Take on the role of a NSS CRM/SAP Super user, train new team members on system usage as it relates to NSS functionality.
- Work closely with the PMO and Management and act as a liaison that suggests and communicates potential (SAP/CRM) improvements, documenting departmental best practices.
- Work within NSS team to continue to improve reporting tools and guidelines.
- Bring an NSS view to testing proposed system solutions or process improvements.
- Provide general training and program orientation.
- Gather information, review and analyze data to support NSS departmental reporting requirements (internal and external reports), i.e. populates trackers with program metrics, runs reports as required, supports Key Account Specialist's data needs.
- Monitor project progress by tracking activity; preparing progress reports/analysis; recommending actions to management.
- Support the development of standardized responses, development of tools, frequently asked questions or other services such as webcast to educate prospects about CSSA programs.

Qualifications

Education:

- A university degree/college diploma or equivalent relevant work experience required.
- Education in Business Administration or Environmental Science/Studies an asset.

Experience:

- Two (2) years of data/business analyst experience.
- Experience with SAP or equivalent experience working in a CRM or ERP environment.
- Familiarity with extended steward responsibility programs.



**Canadian Stewardship
Services Alliance**

Knowledge/Competencies/Skills:

- Excellent oral and written communication skills. Good listening skills.
- A strong desire to solve problems and demonstrated commitment to teamwork.
- Self-motivated and able to work independently prioritizing projects and tasks.
- Strong research and analytical skills. Ability to read and analyze data; interpret numerical data and detect anomalies.
- Strong Excel, Access or database management skills with the willingness to learn.
- Strong working knowledge of SAP or equivalent experience working in a CRM or ERP environment.
- Flexible, ability to adapt to new and changing tasks and able to multi-task in a fast paced and changing work environment.

About Canadian Stewardship Services Alliance

Canadian Stewardship Services Alliance Inc. (CSSA) is a national, non-profit steward founded organization. CSSA represents the recycling interests of Canadian businesses, while working on their behalf to create convenient and environmentally sustainable ways for consumers to dispose of packaging and printed paper. For businesses that participate in recycling programs across Canada, CSSA makes it easy for them to meet their stewardship obligations by providing a harmonized approach to stewardship. The provincial programs that CSSA supports are either fully or partially funded by industry, and include packaging and printed paper recycling programs in British Columbia, Saskatchewan, Manitoba and Ontario.

For more information visit: www.cssalliance.ca

HOW TO APPLY

Please send your cover letter and CV to humanresources@cssalliance.ca on or before August 31, 2017. Indicate in the subject line what position you are applying for.

Canadian Stewardship Services Alliance is an Equal Opportunity Employer. Please note that CSSA will provide accommodation during the selection process to applicants upon request.

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