



BUSINESS COORDINATOR, NATIONAL STEWARD SERVICES

Position Summary

The NSS Business Coordinator role will help to facilitate the needs of the changing National Steward Service department at Canadian Stewardship Services Alliance (CSSA). 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 Coordinator will also support to the NSS team in day to today steward support tasks; call outs campaigns, reporting reminders, incorrect registrations as well as some onboarding activities. The role will also assist Managers with various project requirements.

This is a 15-month contract position, starting January 2019. This role is based in the Toronto CSSA offices.

Key Responsibilities

- Understand CSSA program policies, rules, contractual requirements, legislation and regulations pertaining to the reporting of material tonnages and payment of fees for stewards. Update training manual and communicates these to team members.
- Take on the role of a NSS CRM/SAP Super user.
- Work closely with the PMO and Management as a liaison that suggests potential (SAP/CRM) improvements, documenting departmental best practices.
- Bring an NSS view to testing proposed system solutions or process improvements.
- Communicate system improvements/changes (SAP/CRM) to SSR or KAS colleagues. Train new team members on system usage as it relates to NSS functionality as well as provides general training and program orientation.
- Work within NSS team to continue to improve reporting tools and guidelines.
- Provide technical support to NSS SSRs, KAS', and external steward stakeholders ie. Stewards related to technical support, creation of unique reporting periods etc. as required.
- Gather information, reviews and analyzes data to support NSS departmental reporting requirements (internal and external reports), i.e. populate trackers with program metrics, run reports as required, support KAS data needs.
- Maintain NSS Team Issues/Log and ensure issues are moved either to JIRAs or raised for a resolution with Management.
- Involved in NSS projects or projects that require NSS insight
- Monitor project progress by tracking activity; preparing progress reports/analysis; recommending actions to management.
- Prioritize requirements and create conceptual prototypes and mock-ups as requested by 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.
- Other duties and assignments as required. From time to time role may be used to fill in service gaps in NSS.



Required 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

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.
- Very strong Excel, Access or database management skills with the willingness to learn.
- Knowledge of SAP or equivalent experience working in a CRM or ERP environment.
- Flexible, adapting to new and changing tasks and is able to multi-task in a fast paced and changing work environment.

Working Conditions:

- As CSSA is responsible for programs across Canada, hours of operation extend beyond regular business hours to meet the needs of stewards in all provinces. Flexible work schedule requiring periods of extended working hours to meet deadlines during peak periods (program reporting and payment deadlines).
- Shift work may be required during certain periods to support customers in multiple time zones.

How to Apply

Please send your cover letter and CV to humanresources@cssalliance.ca .

Please indicate clearly in the subject line what position you are applying for.

Canadian Stewardship Services Alliance is an Equal Opportunity Employer. We value diversity in our workforce and invite all qualified candidates to apply!

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