



## STEWARD ACCOUNT SPECIALIST (4 Month Contract)

Join our dedicated National Steward Services team as a **Steward Account Specialist!** This role is the primary business contact between our customers (stewards) and CSSA. This role will be focused on supporting stewards as they file their 2019 reports in time for their reporting deadline. As a Steward Account Specialist, you will serve as an ambassador for the organization, interacting with key stakeholders on a daily basis, facilitating timely and accurate steward reporting while providing high quality service.

The National Steward Services team supports stewards across the country, so staggered shift schedules are required to support stewards in multiple time zones. Full standard service coverage spans between 8:00am and 6:30pm EST. This four (4) month contract runs from April 2019 to August 2, 2019.

### Your Key Responsibilities:

- Communicate policies, rules, contractual requirements, legislation and regulations pertaining to the reporting of material tonnages and payment of fees.
- Assist and support new and existing stewards with registration to ensure they are compliant with their provincial recycling obligations regarding reporting requirements, deadlines and changes.
- Build relationships with stewards by providing exemplary customer service, managing steward communications via phone and email, and continuously improving the steward experience.
- Ability to review submitted steward reports, analyze; interpret numerical data and detect anomalies, to ensure reporting accuracy.

### What you bring:

- Minimum two (2) years of progressive customer service experience. Knowledge of CRM, managing customer behaviour and conflicts, building customer relationships.
- Post-secondary education – ideally in Business Administration or Customer Service Management – is preferred or equivalent Account management experience.
- Detail oriented with analytical and problem solving skills, strong research capabilities.
- Interest in environmental issues and how businesses contribute to good environmental performance.
- Flexible, adapting to new and changing tasks and is able to multi-task in a fast paced and changing work environment.
- Strong Excel skills and comfortable learning new online tools. Working knowledge of SAP would be an asset.
- Experience working in a call centre or in a similar office environment would be an asset.
- Bilingualism is a strong asset (French/English).

### About Us

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, providing a harmonized approach to stewardship.

For more information visit: <http://www.cssalliance.ca/>

### Apply Now!

Think you would be a good fit for our **Steward Account Specialist** position? We want to hear from you! Please send your cover letter and CV to [humanresources@cssalliance.ca](mailto:humanresources@cssalliance.ca) by March 26, 2019.

CSSA is an Equal Opportunity Employer. We celebrate diversity in our workforce and encourage all to apply! We thank all applicants for their interest. Only those under consideration will be contacted.