



# Program Administrator

## Position Summary

Join the Service Provider Reporting team as our **Program Administrator**! Working on the supply chain side of CSSA supporting our collectors across Canada, you will be administering the service provider claims submission process ensuring all claims are made in accordance with approved contracts and vendor reporting standards.

## Key Responsibilities

- Monitor claims submitted by service providers through the WeRecycle portal
- Communicate with service providers to obtain necessary information to support claims
- Responding to inquiries from service providers to facilitate the claims submission process
- Perform source system data analysis in order to ensure data integrity
- Create, update and manage system contracts using SAP
- Review and validate the accuracy of service provider submissions, ensuring all claims are supported with the proper documentation and meet the reporting standards. Create purchase orders following claim validation allowing service providers to proceed with invoicing. Report irregularities and service provider performance issues to management.
- Support the development of monthly reports and executive dashboards
- Conducts daily maintenance of team reports and logs
- Ensure quality of data and methodologies supporting analyses
- Conduct trend analysis to examine data stability, uncover new insights and process improvement opportunities; communicate the results to internal stakeholders
- Administer the service provider registration and onboarding process. Provide training and guidance on reporting standards and requirements
- Work as part of a cross functional team member to affect continuous improvement of business processes
- Providing exceptional customer service to internal / external clients
- Participate in any adhoc or projects as needed

## Required Qualifications

- Education and Experience
  - Post-secondary certificate or related experience, in purchasing, business administration, supply chain or related discipline. At least 3 years' experience in purchasing or related discipline
  - Experience in waste management, materials management and logistics, or related operational business activities is considered an asset
- Knowledge Toolkit
  - Strong computer skills in MS Excel (pivot, macros and data analytic tools), MS Outlook and Internet.
  - Experience with SAP and SharePoint is an asset
- Strategic Thinker
  - Advanced analytical and reporting skills, with ability to resolve operating/technical issues within defined field of expertise
  - Advanced problem-solving skills, with ability to apply analytical, constructive and interpretative thinking to an often unstructured environment



- Communication
  - Proven record in tracking customer issues, presenting data and making recommendations, including analyzing problems and formulate solutions involving appropriate resources and communicating the findings effectively.
  - Demonstrated ability to provide high quality customer service with the competency to understand and respond in a fair and expedient manner utilizing problem solving skills, tact and diplomacy in a fast paced environment.
  - Excellent interpersonal and clear communication skills both oral and written with a demonstrated commitment to customer satisfaction.
  - Ability to forge strong relations with internal cross functional teams and with different stakeholder groups by utilizing excellent active listening and communication skills
- Proactive Planner
  - Ability to effectively structure work, plan activities and define the responsibilities to meet business goals within timelines
  - Excellent time management, organizational and prioritization skills coupled with strong attention to detail
  - Advanced change management skills. Ability to work independently as well as in a team environment. Must be able to multi-task while remaining fluid /adaptable to changing needs of the department
  - Ability to accommodate a flexible work schedule requiring occasional periods of extended working hours (evening/weekends) to meet deadlines.
- Data and Reporting
  - Attains a strong curiosity to learn, innovate, and proactively identify efficiencies
  - Ability to translate data to analysis into insight for recommendations
  - Ability to work with multiple systems and extract data, reconcile and interpret information
  - Strong computer skills in Excel, MS Outlook and Internet. Experience with Enterprise Resource Planning tools such as SAP is an asset

## **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](http://www.cssalliance.ca)**

## **How To Apply**

Please send your cover letter and CV to [humanresources@cssalliance.ca](mailto:humanresources@cssalliance.ca)  
Indicate clearly in the subject line what position you are applying for.

Canadian Stewardship Services Alliance is an Equal Opportunity Employer.  
We thank all applicants for their interest. Only those under consideration will be contacted.