



Stewardship Ontario

Purpose of Position:

This position ensures Stewardship Ontario's service delivery mandates to stewards is achieved; that relationships are developed with key steward contacts; that key steward contacts understand program and reporting requirements and that those requirements are fulfilled in a timely manner and to a high standard. This position ensures that the SSR team and Compliance team is supported in all technical systems work related through the reporting and adjustment processes. Their complement of steward reports is to ensure stewards report accurately and on time, including work through preventative and corrective stages.

Principal Duties and Responsibilities:

- Establish and maintain a high level of customer satisfaction through contacts with existing customers. This includes resolving customer issues in a timely, accurate and professional manner
- Review annual and quarterly declarations for customer accounts.
- Ensure customer accounts are filed timely and accurately.
- Assist customers to avoid interest and penalties on overdue accounts
- Provide outreach to clients to resolve issues involving reporting and declarations.
- Advise customers of regulatory and program requirements.
- Participate in system testing when required
- Ensure new customers are properly introduced to the reporting and registration system and Stewardship Ontario support services.
- Identify, interpret and communicate special service requirements of customers to management.
- Utilize information system to maintain timely and accurate customer requests for service, customer profile records and customer invoicing
- Understand customers' communication needs and industry issues
- Answer phones and respond to customer service requests
- Assist in team training when changes are made to the programs
- Aid in the writing and delivery of customer communications
- Proactively call existing customers to ensure reporting is done in a timely manner
- Responsible for reviewing and preparing variance adjustments
- Resolving customer complaints and escalations
- Support other departments with customer inquiries and queries

Interpersonal/Communications:

(a) Internal Relationship/ External Partners

- **Steward Services Manager**
- **Accounts Receivable Controller**
- **Compliance Audit Risk Director**
- **VP of information and Integration**
- **Stewards and Associations**

Job Specification/Skills:

Education

- **A university or college degree –Environmental Studies would be an asset or equivalent work experience**

Experience

- **Experience working in a customer centered role.**

Knowledge

- **Bilingual preferred**
- **Ability to work independently with minimal supervision**
- **Read and analyze documents**
- **Ability to analyze, problem solve**
- **Effective communication skills with customers and colleagues.**
- **Strong desire to develop and maintain positive customer relationships**
- **A good working knowledge of environmental stewardship, waste diversion programs and how they operate and how industry contributes is a definite asset.**
- **Initiating change and opportunity.**
- **Strong research capability.**
- **Demonstrated commitment to teamwork and account results.**
- **Some working knowledge of SAP System**