



ACCOUNT SPECIALIST

Join our small dedicated National team as an **Account Specialist!** This full-time role is the primary business contact between customers (producers) and Circular Materials. This role will be focused on supporting producers as they file their extended producer responsibility/individual producer reports in time for their reporting deadline. As an Account Specialist, you will serve as an ambassador for the organization, interacting with key stakeholders daily, facilitating timely and accurate producer reporting while providing high-quality service.

Our team supports producers across the country, so staggered shift schedules are required to support producers in multiple time zones. Full standard service coverage spans between 8:30 am and 6:30 pm EST.

Your Key Responsibilities:

- Assist and support new and existing producers with registration to ensure they are compliant with their provincial recycling obligations regarding reporting requirements, deadlines, and changes.
- Build relationships with producers by providing exemplary customer service, managing producer communications via phone email and live chat, and continuously improving the producer experience.
- Communicate policies, rules, contractual requirements, legislation, and regulations pertaining to the reporting of material tonnages and payment of fees.
- Ability to review submitted producer 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 can 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 highly sought after but not a requirement for this role (French/English).

About Us

Circular Materials is a national not-for-profit producer responsibility organization (PRO) that serves, represents, and supports producers in building more efficient recycling systems across Canada. We have a full service offering to support producers with meeting the requirements of extended producer responsibility (EPR) recycling regulations. These services include collection, management, promotion (education), and reporting.

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

The team is currently working remotely.

Apply Now!

Think you would be a good fit for our **Account Specialist** position? We want to hear from you!
Please send your cover letter and CV to humanresources@circularmaterials.ca by March 30th 2023.



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