



eTracks Tire Management Systems is currently recruiting for the position of **Logistics Stakeholder Relations Coordinator**.

Department: Operations

Date created: September 2, 2022

What will you work on?

Reporting to the Director, Operations & Programs, you will play an important supportive role in driving efficiency (cost, quality, time) within eTracks' tire collection and processing network and will help the team manage change within the evolving tire recycling industry.

The Logistics & Stakeholder Coordinator is a dual-role. Under the direction of the Director of Operations & Programs you will primarily be responsible for supporting the Supply Chain & Logistics Specialist in the day-to-day supply chain business aspects (i.e. movement of end-of-life tires from collection sites to processing facilities). As a secondary function, you will also be expected to provide support, as required, to the Stakeholder Relations Manager, by reviewing transactions, identifying abnormalities, resolving technical issues, and escalating significant issues to appropriate parties.

You will work closely with the Supply Chain & Logistics Specialist to ensure that tires are delivered to the right place, at the right time, and in the right condition. This means directly engaging with service providers (ie. haulers, processors) to help manage the inbound and outbound flow of End-of-Life tires and associated materials. This role will also provide one-on-one end-user support and problem resolution via telephone, e-mail, and other vehicles of communication.

How will you create impact?

You have strong communication and analytical skills and enjoy working in a fast-paced environment. You thrive working in a small team where no day is the same and you embrace ambiguity as an opportunity to develop and grow. You will strive to understand our 'ecosystem' and seek to understand how decisions are made.

You are proactive and able to internalize what should be done, taking ownership over developing and implementing new and innovative ways of working with our Stakeholders. You can quickly and effectively build a rapport with everyone at eTracks and you have the confidence to take a mandate/perspective and 'just run with it and figure it out as we go' when an idea can lead to great outcomes.

What will your daily activities look like?

Supply Chain Day-to-Day activities

- Co-ordinates the movement of End-of-Life tires from collectors to processors anywhere in North America as outlined in direct hauling contracts.
- Co-ordinates the movement of End-of-Life industrial tires from Collectors and Haulers anywhere in North America as outlined in direct hauling contracts.
- Co-ordinates the movement of End-of-Life tires from Northern Ontario via eTracks' Northwestern Ontario Consolidation program.
- Performs hauling rate research to help ensure cost savings is considered.
- Books full truckloads, half loads and LTL shipments with eTracks' network of carriers/haulers.
- Prepares customs documentation and Bills of Lading for shipment across the border (CND/US).
- Prepares manual collection and deliveries for movement of tires from Collectors to Processors.
- Provides operational escalation support to suppliers/service providers.
- Update internal systems databases with vendor information & communicate to internal teams.

Supplier/Service Provider (Haulers) Support

- Develops relationships with suppliers/service providers and acts as one of eTracks' main Point of Contacts.
- Provides on-boarding of new haulers, as required, using our technology platform.
- Help provide reporting on program results supporting the program objectives.

Stakeholder Support

- Support stakeholders by resolving questions, concerns, and technical issues.
- Handle customer inquiries and complaints which are escalated from other departments via telephone, e-mail, and other vehicles of communication.
- Work on stakeholder-related problems and help develop solutions.
- Help provide reporting on program results supporting the program objectives.

What are your skills and experience?

- Post-secondary education in logistics/supply chain, business administration, management, customer service or related discipline.
- 2+ years of experience in a customer service or dispatch role.
- Working towards Supply Chain certification an asset, but not required.
- Excellent communication skills, verbal and written - persuasive and articulate.

How will you fit into the team?

- Ability to deal with stakeholders and service providers in a diplomatic and professional manner at all times.
- Solid organizational skills: detail oriented, well organized and able to prioritize complex tasks with critical deadlines.
- Demonstrated ability to be flexible and creative and have a willingness to challenge the status quo.
- Excellent time management skills to ensure capacity to handle various projects and to prioritize work.
- Excellent collaboration skills to team with internal and external resources as appropriate.
- Can conform to shifting priorities, demands and timelines through analytical and problem-solving capabilities.
- Ability to work individually as well as part of a team.
- Computer proficiency in Microsoft office/software.

What's it like to work here?

- Fast-paced, commercial not-for-profit start-up environment where every day is a different challenge.
- Small-team culture where we are “all in it together” and have each other’s back.
- Competitive total rewards package including extended health benefits, flexible work arrangements.
- Development opportunities and a chance to be involved in the “whole business”.
- A challenging yet rewarding opportunity which will drive you to achieve.

Interested applicants are invited to submit their resume and cover letter indicating salary expectations to recruitment@etracks.ca.

Please include “Logistics Stakeholder Relations Coordinator” in the “Subject” line.

We thank all candidates for their interest, however only those candidates selected for interviews will be contacted.

eTracks Tire Management Systems is an equal opportunity employer and strives to ensure that its hiring process meets the needs of all persons with disabilities. As such, eTracks Tire Management Systems will provide reasonable accommodation for any applicant, as requested during the hiring process.

eTracks Tire Management Systems seeks to fully integrate the principles of Employment Equity and will ensure the full participation and advancement of members of historically disadvantaged groups (i.e., members of visible minorities, persons with disabilities, women, and aboriginal peoples). eTracks Tire Management Systems will achieve this by ensuring that its hiring process is fair and equitable for all persons.