



eTracks Tire Management Systems is currently recruiting for the position of **Supplier Management Specialist**.

About the Role:

Reporting to the Manager, Supplier Operations & Performance, you will play a key role in helping ensure that our Service Providers are meeting their contractual terms and obligations to eTracks.

You will be a key member of the Supplier Management team and you will be responsible for reviewing, analyzing and reconciling data and reports to identify anomalies and determine appropriate course of action. You will engage directly with the Service Providers to address any issues that may arise and work collaboratively with the internal team to develop solutions.

You will help develop comprehensive Service Provider profiles and will identify Service Providers who are not operating in accordance with their service agreement/contract terms and conditions. You will identify opportunities to improve processes for increased efficiency and effectiveness and work to develop and implement those improvements both internally and externally.

Candidate Profile

You have excellent communication skills (both verbal and written) strong analytical skills and enjoy working in a fast-paced environment. You will thrive working in a small team where no day is the same and will embrace ambiguity as an opportunity to develop and grow. You will strive to understand the 'ecosystem' in which we work and seek to understand how decisions are made.

You are detail oriented and highly organized with the ability to proactively internalize what should be done and recommend enhanced practices and processes. You are inquisitive, action-oriented and outcomes-focused. You proactively seek answers to get to the bottom of issues. You are not afraid to 'take it and run with it' when an opportunity may arise, even if it's something you haven't done before!

Key Responsibilities for this Role:

Reconciliation & Analysis

- Reconcile performance information/invoices from Service Providers with other data sources as required (ie. production reports, inventory statements, eTracks systems, etc.).
- Review and analyze Service Provider performance data to identify anomalies and inconsistencies – inform required parties of the anomalies/inconsistencies and 'own' the resolution.
- Sample and analyze Service Provider transaction details to identify anomalies and inconsistencies – address any anomalies with the Service Provider and inform required parties.
- Help develop, maintain and analyze monthly Performance Packages for required Service Providers.

Supplier Management / Contract Management

- Understand each Service Providers' service agreements/contracts, how they align to the needs of eTracks and proactively manage service providers to meet the terms of the agreement/contract
- Help develop and implement Service Provider documentation/reporting to hold Service Providers accountable and informed.
- Help conduct regular business/performance reviews internally and with Service Providers, including conducting meetings (ie. Monthly, quarterly, etc.).



- Address issues and follow up with Service Providers, as required.
- Collaborate with team to escalate and resolve issues, as required.
- Visit Service Providers to establish/build relationships and/or validate transactions, as required.

Service Provider Administration & Process Improvement

- Help identify, develop, and implement process enhancements internally and externally to improve efficiency and minimize opportunities for fraud and/or reporting errors.
- Engage with Service Providers as required to obtain all required performance information (ie. monthly inventory statements, invoices, etc.).
- Help develop and implement required tracking documents and logs if not able to be accomplished through automated system(s).
- Help develop and lead the 'Annual Cadence' activities (ie. weekly reviews, monthly reconciliations, quarterly meetings, etc.).

Audit & Compliance

- Work cross-functionally to help develop and implement Service Provider audit criteria based on eTracks requirements and service provider contractual expectations.
- Assist with the required annual Performance Audit by providing required information to the auditors and being the liaison with our Service Providers for required information.
- Understand the regulatory compliance and implications if contracted services are not met.
- Inform and follow-up with Service Providers regarding issues and advise of their impacts.
- Conduct field visits/audits/investigations of Service Providers on an as-needed basis.

The Job Requirements:

- Post-secondary Diploma in business studies, Supply Chain, Procurement, Contracts Managements or other relevant fields.
- 3+ years of experience in a supplier/business relationship or customer relationship role where data analysis was required.
- **Exhibits critical thinking and sound professional judgment.**
- Intermediate level of proficiency with Micorsoft Office (Word, Powerpoint, Outlook).
- **Intermediate to Advanced level of proficiency with Excel** (pivot tables, lookup functions, reconciliation).
- Knowledge of MSPowerBI (eTracks' chosen 'reporting platform') would be a definite asset.
- Strong written and verbal communication skills.
- Exceptional attention to detail.
- Solid organizational skills; well organized and able to prioritize complex tasks with critical deadlines.
- Ability to travel (primarily throughout Ontario).

What we offer (Benefits)

- 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: incentive pay, extended health benefits, GRRSP, 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.



About eTracks Tire Management Systems

It is an exciting time to be engaged in environmental stewardship!

The Province of Ontario has fundamentally changed the legislation that governs tire recycling. Called “**Individual Producer Responsibility**”, the new model makes ‘obligated companies’ (ie. automobile manufacturers, tire manufacturers, tire importers, and tire distributors) **accountable** for ensuring that their share of used tires are recovered and recycled according to standards set by the government.

As a 100% Canadian company, we are committed to providing seamless, efficient, and responsible service.

By building **strong relationships** with tire producers, distributors, retailers, and suppliers of ‘End of Life Tires’ (ELT) services, and by establishing **best-in-class** corporate governance, oversight and management processes, eTracks will assist the tire producers, manufacturers and importers to meet their legislative obligations under the Ontario Resource Recovery and Circular Economy Act (RRCEA).

Learn more about eTracks here: www.etracks.ca

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

Please include “Supplier Management Specialist” 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.