



## PROGRAM ADMINISTRATOR

### Who is the Tire Stewardship BC?

Founded in 2007, the Tire Stewardship BC (TSBC) is the agency in BC that was formed to help producers (retailers) fulfil their obligations for a regulated end-of-life product management strategy with a focus on the collection and recycling of tires. To operate a scrap tire program in BC, the producers must have a ministry-approved stewardship plan, renewed every five years, that outlines how the program will run and how the obligations of the retailers will be met. TSBC is governed by a board made up of representatives from Tire & Rubber Association of Canada, The Retail Council of Canada, the Western Canada Tire Dealers and the New Car Dealers Association of BC.

### Position Overview

Reporting to the Operations Manager, the **Program Administrator** plays a critical role in ensuring the effective day to day operation of Tire Stewardship BC's regulated recycling program by providing high quality administrative, claims, data, and stakeholder support. This role is central to program integrity, financial accuracy, participant engagement, and system reliability, and serves as a key point of connection between TSBC, program participants, and the public.

### Key Responsibilities

- All functions related to the filing, audit and review of financial claims and invoices from program participants.
- Act as the primary contact for all claimants and claim related submissions and activities.
- CRM and database management for all program participants and other stakeholders, for example deregistration, registration, monthly follow up, and status & contact changes.
- First point of contact for all TSBC inquiries, including answering / responding and triaging all general inquiry phone calls and emails, and general administrative duties.
- Prepare reports and trends analysis for management.
- Monitor, rectify and issue management of the Pictus quarantine list, data integrity report and participants notes.
- Test and validate new releases of Pictus related to the job function.
- Identify, document, and track bugs or issues in Pictus.
- Update, maintain and distribute TSBC's R2R listing, plus recruitment of new R2Rs.
- Handle and maintain the scrap tire collection and consumer complaint logs.
- Assist with other areas of the business as required, including vacation coverage for other roles within the organization, project-based work and support for the Community Grant Program.
- Order and maintain office supply inventory.

- Project support that may be required as directed by the Operations Manager and/or Executive Director.

### **Qualifications**

- 3–5 years' experience in an administrative, program support, or operations role, ideally within a regulated, compliance-driven, or not-for-profit environment
- Diploma or degree in Business Administration, Office Administration, Program Management, or an equivalent combination of education and experience
- Experience reviewing, processing, and reconciling claims, invoices, or other financial or program-related submissions
- Strong understanding of data accuracy, record keeping, and documentation standards
- Demonstrated ability to manage and maintain databases, CRM systems, or program management platforms
- High level of comfort working with spreadsheets and tracking tools
- Proficiency in MS Office, including Outlook, Word, and Excel
- Exceptional attention to detail with the ability to identify errors, inconsistencies, and system issues
- Organized and reliable, with the ability to manage multiple priorities and deadlines
- Clear, professional communicator with the ability to respond effectively to participant and public inquiries
- Service oriented with a collaborative, solution focused approach
- Self-starter who works well independently while contributing positively to a team environment

### **Salary and Benefits**

- Salary: \$60,000-\$65,000 depending on experience
- Two weeks' vacation
- Health Care spending account
- Beautiful downtown office location
- Parking, bus pass and/or bike storage provided

*All TSBC staff contribute to the overall success of the stewardship program and are expected to collaborate, share knowledge, and support continuous improvement.*