

ACTRA

ACTRA (Alliance of Canadian Cinema, Television and Radio Artists) is the national union of over 28,000 professional performers working in English-language recorded media in Canada, including TV, film, radio, and digital media. ACTRA's principal role is to negotiate, administer and enforce collective agreements to provide performers with equitable compensation as well as safe and reasonable working conditions.

Are you meticulous at keeping the flow of work organized and when things don't go as planned you pivot to get the job done?

Do you want to work with a dedicated team of professionals? If so, come join the movement - you'll be in good company.

ACTRA Recording Artists' Collecting Society ('ACTRA RACS') is seeking a full-time:

Administrative Assistant

Position Scope:

Under the direction of the Manager, ACTRA Performers' Rights Society ('ACTRA PRS') the Administrative Assistant will work in collaboration with internal and external teams and stakeholders across the organization to ensure the efficient operation and highest standard of service.

Responsibilities:

- Assist ACTRA RACS assignors, their agents, and Collective Management Organizations (CMO) representatives, in the completion of forms and correct data file delivery necessary to register performances and repertoire and assist with compiling feedback.
- Assist with playlist and airplay loading and matching process and help optimize this through basic analysis of these files and results.
- Matching and researching eligible repertoire for Performers, Agents and CMO's to ensure accuracy and correct tracking in internal and external databases.
- Provide a positive and proactive membership experience by using customer service skillset when supporting members, agencies and CMO partners.
- Assist with logging and processing repertoire data extracts and claims received from assignors, their agents and CMO representatives.
- Assist with data fixes, data quality control and ensuring ACTRA RACS data completeness and compatibility within internal and external systems.
- Collaborating with internal and external stakeholders to enhance the quality and completeness of data held at RACS.
- Assist with generation, circulation, and delivery of Canadian Played Recordings

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- to relevant stakeholders in appropriate SDEG (XML), DDEX or Excel format.
- Assisting with high quality claims generation and delivery on behalf of assignors and represented performers. With a focus on quality data delivery.
- Support with creating and monitoring operational work schedules
- Assist with identifying opportunities for improvement through analysis of performer and repertoire data held internally to ensure industry data standards are met to help drive royalty collection.
- Work with Information Technology (IT), to ensure data fixes are implemented and applied correctly, to ensure continuous improvement for assignors, agents and Collective Management Organization (CMO) partners.
- Royalty payment reconciliation, analysis, and identification of issues that may be blocking the collection of royalties for assignors, agents and CMO partners.
- Assist in developing and provide scheduled reporting on royalty collections and data exchange metrics to management and the RACS team.
- Assist with maintaining repertoire data exchange process relating to RACS data upload and download in external systems and databases. Assist with repertoire data management in these systems.
- Assist RACS team with internal department collaboration, such as collaboration with IT and Finance to assist on delivery of projects that will directly benefit the quality and flow of member data and royalties.
- Provide support and assistance with testing new system functionality, related to the processes outlined above.
- Arranging schedules, calendars, and meetings among internal and external stakeholders to create great opportunities to connect.
- Other administrative duties as assigned within the scope of this position.

Qualifications:

- Post secondary education, i.e., diploma in administrative studies preferred.
- Certificate in office administration management preferred.
- At least two (2) years direct experience preferred.
- Excellent administrative skills
- Knowledge of cultural industries contract, residual and copyright royalty framework and administration.
- High performance experience in updating and supporting large and complex data sets in conjunction with multiple internal and external databases and integration frameworks.
- Knowledge of end-to-end music royalty process for sound recordings and related rights.
- Experience of working with large datasets required.
- Ability to pay close attention to detail with respect to numbers and words.
- Ability to spot patterns and trends in large dataset, through analysis.
- Strong database, data entry, data maintenance and administrative skills, organized with excellent attention to detail.

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- Basic understanding of music recording metadata fields, international identifiers, and industry standard formats such as DDEX.
- Excellent ability to multi-task and handle multiple high priority items often with tight deadlines.
- Ability to adapt and learn new software quickly.
- Computer literate, advance skills in the Microsoft Office group of programs and related programs (MS Word, Outlook, Excel, Access and PowerPoint, Doodle, Zoom and Microsoft Teams).
- Highly motivated and able to work independently.
- Self-starter who can take responsibility for tasks set.
- Experience understanding database queries for reporting, business information and relating information to internal and external stakeholders.
- Excellent verbal, written and communication skills.
- Customer relations and/or stakeholder engagement experience preferred.
- Strong customer service mindset.

Application Process:

Interested applicants are invited to submit a resume and cover letter to humanresources@actra.ca quoting 2023-34 'Administrative Assistant-ACTRA RACS' in the email subject line.

ACTRA is committed to employment and pay equity and we encourage applications from all equity seeking groups, including but not limited to, Indigenous and other racialized communities, people with disabilities, and 2SLGBTQIA+ communities. In compliance with the Accessibility for Ontarians with Disabilities Act ('AODA'). If you require accommodation for a disability during any stage of the recruitment process, please notify Human Resources.

Thank you for your interest in joining us. Only those selected for an interview will be contacted.