

ACTRA

ACTRA (Alliance of Canadian Cinema, Television and Radio Artists) is the national union of over 30,000 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.

ACTRA Recording Artists' Collecting Society is seeking a full-time: Administrator

Position Scope:

Under the direction of the Associate Director of ACTRA Recording Artists' Collecting Society ('ACTRA RACS'), the Administrator will work in collaboration with internal and external teams and stakeholders to ensure the efficient operation and highest standard of service.

Responsibilities:

Duties include but are not limited to:

- Drive membership growth and satisfaction by developing strong relationships with performers, agents, CMO partners and other industry and community organisations.
- Design and perform one on one and group outreach activities for performers, industry and community to develop knowledge of and engagement with ACTRA RACS rights, benefits and services.
- Process, maintain and file membership and CMO records, including but not limited to; membership forms, repertoire submissions, tax forms, contact information, payment details, etc.
- Maintain and enrich performer and repertoire data across multiple internal and external databases, handling large data sets where required.
- Provide a positive and proactive membership experience by using customer service skillset. Handling all phone and email queries in a professional, prompt, and helpful manner.
- Assist with resolution of complex queries and ensure updates are communicated to relevant performers, agents and CMO partners in line with any minimum response timelines set by ACTRA RACS.
- Perform case management across departments and multiple Canadian rights organisations.

ACTRA

- Increase the scope of ACTRA RACS domestic and international collections through targeted performer recruitment and outreach campaigns. Use sales and closing techniques to drive member and partner recruitment.
- Represent ACTRA RACS at music industry events, educational programme meetings and other outreach functions.
- Assist with the creation and circulation of membership communication and social media content.
- As directed, manage, and assist with end of financial year tax process. Take responsibility for checking required documentation relating to membership and CMOs and work with finance to ensure correct tax payment records and distributed.
- Proactively work to collect and release domestic and international revenues and royalties for all performer members and CMO partners. This will predominately be achieved through a range of data upload, creation, processing, and management tasks along with dispute resolution. Knowledge of repertoire, performer contributions and mandates are key to this activity.
- Ensuring all payments remitted to the ACTRA RACS are deposited with all necessary supporting information and denomination. These may include royalty payments, levies, tariffs, administration fees, partner payments, contributions, and payments to unknown or unidentifiable Performers.
- Process payments and payment details from CMOs and Canadian licencing organisation to ensure timely release to ACTRA RACS members and CMO partners.
- Run, check, and coordinate Member and CMO distribution in line with ACTRA RACS distribution schedules.
- Proactively engage and suggest changes to management around ways of working to improve processes and remain competitive. Assist with documentation of internal processes and ensure these are kept up to date.
- Other related duties and projects generally considered to be within the job category.

Qualifications:

- Post Secondary Education required.
- At least five (5) years of direct experience preferred.
- Excellent stakeholder engagement with experience in account development and administration, new business onboarding and customer relations.
- Excellent verbal, written, content development and communication skills.
- Public relations and speaking skills an asset.

ACTRA

- Ability to understand complex systems and rights and communicate the same in a manner that makes them easier to understand.
- Research, problem solving and associated skillset.
- Knowledge of the Copyright legislation which pertains to Neighbouring Rights, and other rights for performers.
- Can work well within a team and also independently.
- Experience of working with large datasets.
- Self-starter who can take ownership of tasks, willing to go the extra mile for members and CMO partners.
- Excellent administrative skills, organized with strong eye for detail and quality assurance
- Computer literate in the Microsoft Office group of programs (Outlook, MS Word, Excel, Access).
- Excellent ability to multi-task and handle multiple high priority items often with tight deadlines in a fast-paced environment.
- Comfortable with checking and entering data and working with data in systems.
- Music and / or Film and / or Television and / or Gaming Industry and Community experience and involvement a major asset.
- Proven ability to serve diverse artistic and cultural communities a major asset
- WordPress / Web design / Photoshop related skills an asset.

Application Process:

Interested applicants are invited to submit a resume and cover letter to humanresources@actra.ca **quoting '2025-09 'Administrator-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 LGBTQ2+ communities. In compliance with the Accessibility for Ontarians with Disabilities Act ('AODA') we provide the accommodations necessary to ensure full participation in our recruitment processes. If you require an accommodation 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.