

## **JOB POSTING**

### Membership

**POSITION TITLE:** Bilingual Information Officer  
**REPORTS TO:** Assistant Manager – Member Relations  
**LOCATION:** All Locations – Toronto/Montreal/Vancouver  
**LANGUAGE:** English/French (Bilingual)

#### **OVERALL ACCOUNTABILITY:**

The purpose of this position is to act as the first point of contact at SOCAN and to provide excellent customer service to our members, applicants and the general public in both English and French via all methods of communication. Resolve account inquiries, help educate our members to understand SOCAN, and proactively identify any and all opportunities to maximize efforts in getting members paid

#### **RESPONSIBILITIES:**

- Act as the primary contact for members and the general public who contact SOCAN's Information Centre.
- Respond to callers (inbound or outbound) in a thorough, accurate and timely manner.
- Perform tasks with short cycle times such as profile updates.
- Document and track member related queries in EPICOR by maintaining SLA's providing updates to members regarding status and progress to ensure timely resolution of queries while adhering to Member Query Policy and Procedures
- Promote self-service to members and non-members by referring queries to SOCAN website.
- Liaise with other Departments as required for any technical/processing queries as required.
- Develop and maintain a high awareness of SOCAN's services, service issues, the department structure and responsibilities.
- Keep informed of goals, policies and procedures in the Information Centre.
- Self-monitor and measure performance against the Information Centre's standards of customer satisfaction.
- Recognize trends or changes in types of calls or callers' questions. Inform Direct reports and peers of new trends and/or changes.
- Administrative functions, which include but are not limited to: Research of work registration forms, handling Advance requests, cue sheets, foreign suspense, underpayment queries etc.



- Other duties as required, which are directly related to the key responsibilities of the position.

#### **SKILLS & KNOWLEDGE REQUIRED:**

- Strong interest in the music industry and business (background preferred)
- Excellent written and oral communication skills in French and English
- Excellent interpersonal skills with an emphasis on customer service
- Superior telephone manners, including good telephone etiquette, voice quality, diction and articulation
- Superior listening skills
- Strong time management and organization skills
- Experience working in a computerized environment. Familiarity with Microsoft applications (Word, Excel, etc.)
- Proficiency in keyboard skills with a minimum speed of 35-40 words per minute
- The ability to learn various applications Automatic Call Distribution (ACD) system, queuing, call waiting and talk time, Case Management, Egain (email system) and EPICOR
- Ability and willingness to adapt to changes in structure and policy and procedures
- Willingness to upgrade skills with ongoing related and corporate education and training
- Knowledge and appreciation of the Canadian music industry, SOCAN, and copyright is an asset

#### **ATTRIBUTES:**

- Service Oriented
- Communicator
- Committed
- Initiative
- Adaptable
- Analytical
- Results oriented
- Relationship Builder
- Emotional Intelligence

#### **EDUCATION/EXPERIENCE:**

- Minimum 2 years' customer service/customer care experience
- Minimum of 2 years' experience working in the music industry (preferred)
- Post-secondary education

#### **JOB ENVIRONMENT:**

Flexibility in covering work schedules and rotate shifts as required.

The Information Officer's (IO) position requires a high degree of flexibility and adaptability.



The IO demonstrates the ability to work under pressure and multi-task by sitting and at time standing, in a workspace for approximately ninety percent of each work shift, handling telephone calls, responding to email queries, research, and problem solving within EPICOR.

The IO demonstrates an open communication style with callers, internal staff and management. The IO is encouraged to contribute to improved process and to anticipate potential problems and provide proactive resolutions rather than reactive approaches.

Reporting to the Assistant Manager, Member Relations, the IO works with direct supervision but is also expected to work for periods in a self-directed and self-motivated manner.

The IO is expected to follow the Information Centre's established policies and procedures but shows a willingness to work with peers and the Manager, Member Operations to adjust policies and procedures to align with **SOCAN's** changing business environment.

The IO should expect that quality will be monitored and managed through the ACD system, side-by-side coaching, and random follow-up calls to Members.

### **IS THIS JOB RIGHT FOR YOU?**

Qualified applicants are invited to apply in writing to Human Resources, Sara Smolej – Toronto Office in **English or French**, and include a recent copy of your resume. Please email your resume to: [hr@socan.com](mailto:hr@socan.com)

### **SELECTION:**

Skills may be tested and selection will be based on factors such as past performance, previous related experience and alignment of personal skills and attributes to those required to perform the job.

### **ACCESSIBILITY:**

SOCAN is committed to providing accommodations for disabilities. If you require an accommodation, we will work with you confidentially to meet your needs. Please direct any accommodation requirements to the HR department to ensure your accessibility needs addressed.

### **WORKWEEK:**

X 5 DAYS

The Information Centre hours are from 8:00 a.m. – 7:30 p.m. (Monday – Friday). The shifts are rotated among the Information Officers

### **DEADLINE:**

Applications must be received in Human Resources by **5:00pm Friday, February 2, 2018.**