

SOCAN
JOB POSTING
LICENSING DEPARTMENT

JOB TITLE : New Media Licensing Agent – Business Development
REPORTS TO : Assistant-Manager, Business Development
LOCATION : Toronto
LANGUAGE : Bilingual (English, French)

JOB DESCRIPTION :

Issue licences to new online music services. Verify, process and update forms and payments from New Media licensees according to established processes and schedules. Provide support to prospective licensees who have any question and concerns regarding licensing their online services and ensure licences are issued in accordance to SOCAN's tariff(s). The incumbent is also responsible for achieving set revenue targets and provide excellent customer service.

OVERALL ACCOUNTABILITY:

- Achieve set annual targets for revenue and new accounts.
- Update all new accounts, including entering invoices and reports received in SOLO, and document any change in status or contact information.
- Contact and receive calls from potential licensees. This includes providing reminders regarding report and payments deadlines, and answer any questions/concerns they may have including general inquiries from the public.
- Receive & respond to inquiries received by mail or email from potential licensees & general public.
- Data entry for reports, payments, accounts receivable, write-offs, refunds, etc.
- eCommerce administration : open accounts, invoice, and process payments.
- Testing for SOLO, as needed.
- Work in a multi-departmental environment, including the new media & distribution teams.
- Participate in meetings.
- Responsible for completing assigned projects by the Assistant-Manager
- Research and provide information on new services, as needed.
- Other duties, as required.

SKILLS :

- Excellent communication skills
- Excellent organizational and time management skills
- Self motivated and autonomous
- Customer service experience
- Conflict resolution and problem solving
- Accounts receivable
- Basic Accounting knowledge (customer account reconciliation)
- Internet knowledge, new music uses and technology trends
- Computer knowledge, required: MS Office (Word and Excel), Internet, Preferred: Lotus Notes, Oracle Discoverer, SOLO
- Knowledge on Copyright, tariffs and music licensing an asset
- Databases knowledge an asset
- Leadership

ATTRIBUTES :

- Thorough
- Customer Service oriented
- Initiative
- Results oriented (achieve monthly & annual targets)
- Analytical
- Creative
- Flexible & efficient

APPLICATION PROCEDURES :

Qualified applicants are invited to apply in writing to Human Resources, Joan Hibbert – Toronto Office, and include a recent copy of your résumé. Please e-mail to: hr@socan.ca.

SÉLECTION :

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.

DEADLINE :

Applications must be received in Human Resources by **12:00 Noon** Friday February 3rd, 2012.

WORKWEEK**X 4 DAYS****5 DAYS****PLEASE NOTE:**

In this position if you opt for a 4-day week, your day off (either Monday or Friday) will be determined by your Manager in accordance with Licensing Department business requirements. If you already work a 4-day workweek, you may be required to change your day off. This schedule is available after probationary period.

This position is advertised externally Yes No