



Client Service Manager, Digital

Administration

Toronto - We are seeking an experienced, proven Client Service Manager to fill this new assignment in our rapidly growing company

Position Scope

Located in Toronto and reporting to the Digital Manager, the key focus of this position is to deliver superior client service to internal & external clients; including royalty collection, copyright and content administration, day-to-day communication as required, for the digital division.

Key Responsibilities

- o Serves as client's day-to-day contact at **ole** to provide best in class client service by managing all aspects of client service, including royalty collection and accounting distributions, compiling accounting statements, undergoing royalty reviews, and serving as the point of contact for all digital clients and deals.
- o Onboard digital deals and ensure assets and rates are accurately registered in **ole** royalty systems.
- o Understand the variety of contractual agreements, liaising with the legal team as required, and ensuring all contractual requirements are met.
- o Responsible for compiling and organizing assets related to digital deals and acquisitions.
- o Regularly conduct research of clients' content and their usages using various research tools, and databases in order to optimize worldwide royalty collections.
- o Coordinate with Digital team, the full registration and tracking for assigned clients of all copyright (or other IP) registrations.

- o Coordinate internally as required, to resolve client specific issues relating to the completing of Digital's monthly, quarterly, and semi-annual reporting.
- o Resolves errors, inconsistencies, and omissions uncovered during the receipt matching duties; required to occasionally match receipts as assigned;
- o Liaise with external parties to provide best-in-class client service for client needs, royalty collections, and copyright registrations, including conflict resolution.
- o Liaise with internal parties on management of asset and client, including acquisitions, creative, business development, finance, etc.;
- o Assist in business process improvements and automation initiatives, as required;
- o Other ad-hoc tasks, as required

Qualifications, Experience and Skills

- o University Degree, College Diploma, or relevant related experience.
- o Accounting and financial reporting experience is an asset.
- o Experience reviewing legal agreements for key terms and accurately interpreting agreements.
- o Exceptional client management and effective verbal/written communication skills.
- o Skilled at performing multiple tasks simultaneously and carrying out duties in a timely, efficient, and accurate manner, including ability to prioritize effectively.
- o Excellent working knowledge of Microsoft Office suite (Outlook, Excel, Word, etc.)
- o Knowledge of SharePoint and Salesforce, an asset
- o Ability to contribute to overall team productivity, and to work effectively in a team environment
- o Solid understanding of the music industry, particularly the administrative aspects of music publishing and record labels.
- o Demonstrated experience as a client administrator with a music company, video producer, film studio, or similar industry.
- o Maintains effective relationships with key contacts in the industry, an asset
- o Ability to analyze and manage income through regular reviews of statements and other available tools (i.e. unidentified composition lists, charts, airing data, etc.)
- o Interest in digital streaming services and working knowledge of YouTube environment is a requirement. Knowledge of Content ID is an asset.

Behavioural Identifiers

- o Strong attention to detail and focus on work quality
- o Inquisitive/analytical/problem-solving outlook
- o Self-motivated and proactive attitude with desire to exceed expectations
- o Strong communication skills
- o Positive teamwork attitude
- o Organized, time management proficiency
- o Problem-solver
- o Critical Thinker
- o Flexibility / Adaptability
- o Emotionally Intelligent

This role offers a competitive salary

The successful candidate will need to agree to a complete background check

Please send your resume to careers@olemm.com

We thank all respondents for their interest and will contact only those whose skills and background closely meet the criteria