



Client Services Manager

Position Scope

Located in Toronto and reporting to the Manager, Client Services, the key focus of this position is to deliver superior client service for a portfolio of music publishers and composers, manage royalty collection, copyright administration, and maintain day-to-day communication with our clients.

Key Responsibilities

- Serve as client's day-to-day contact at ole to provide best-in-class client service regarding client rights, statements, and royalties; enhance the ole brand and maintain strong relationships with clients
- Track and update client communication and activity in Customer Relationship Management software
- Possess a comprehensive and current understanding of individual client agreements, including all deliverables and obligations
- Responsible for the completeness of revenue collection and maximization by analyzing royalty collections and informing forecasts and budgets
- Oversee complete registration of assigned clients' assets and other relevant rights in conjunction with ole's Registrations team
- Responsible for the distribution of semi-annual, quarterly and monthly client accounting and reporting
- Identify inconsistencies, errors, and omissions during receipt matching review periods

- Provide expert knowledge of ole services: find opportunities to improve client relationships and integrate additional ole services for client needs
- Assist in business process improvements and automation initiatives
- Other ad-hoc tasks as required

Qualifications, Experience and Skills

- University degree, College diploma or relevant related experience
- Film and TV industry and/or Production Music Library experience an asset
- 1-2 years' experience in client service required
- Exceptional client service and effective verbal/written communication skills
- Skilled at performing multiple tasks simultaneously and carrying out duties in a timely, efficient and accurate manner, including the ability to prioritize effectively
- Excellent working knowledge of Microsoft Office suite (Outlook, Excel, Word, etc.)
- Ability to contribute to overall team productivity and to work effectively in a team environment
- Solid understanding of the music industry, particularly the administrative aspects of music publishing
- Experience with reviewing legal agreements an asset
- Experience analyzing financial trends and variances an asset

Behavioural Identifiers

- Strong attention to detail and dedication to work quality
- Inquisitive, analytical, problem-solving outlook
- Positive, self-starter attitude and desire to exceed expectations
- Driven by self-improvement and team improvement
- Positive teamwork attitude
- Organized and proficiency with time management
- Flexible and adaptable
- Integrity-driven
- Anticipative

This role offers a competitive salary and bonus compensation plan

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

If you think you are the ideal candidate, or if you know someone who would be ideal for this exciting opportunity please send a resume in confidence to:

careers@olemm.com

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