

Job Profile

Position Title:	Portfolio Coordinator
Department	Member Services
Immediate Supervisor:	Member Relations Manager
Load:	Full-time – 12 Month Contract
Application Deadline:	8 June 2018, if a sufficient number of qualified applications are received this recruitment may close early.
Salary Range:	\$50,000 - \$55,000 + super

Role Summary

Screenrights is seeking to appoint a highly motivated individual to join the Member Relations team. The Member Relations team provides high-level administrative support and service to current and prospective members of Screenrights and has a commitment to maintaining Screenrights' reputation for responsive and high quality service levels.

The Portfolio Coordinator is a member support role.

Working as part of the Member Relations team, the Portfolio Coordinator oversees the administration of key member accounts and contributes to providing high quality, responsive service to all members.

Key to this role is being able to explain at times complex rights and royalties information to members in a clear and concise manner.

The Portfolio Coordinator also participates in the development of systems, processes and policies to support the continued delivery of quality, contemporary service to members.

Key accountabilities

- Be the primary contact for a diverse range of members with different levels of understanding of Screenrights and its royalty collection services. This includes being able to maintain oversight of all matters relating to assigned members and proactively assisting them to address any outstanding royalty issues.
- Interpret and analyse simple and complex data pertaining to Member's program registrations and royalty payments.
- Review program registration information provided by members in various formats and follow up as required – by phone and email – to ensure that they are accurate and complete.

- Be in regular contact with potential rightsholders (current and prospective members) in film, television and radio programs, and guide them through membership application and program registration process.
 - Build relationships with the broad range of members to increase awareness of and engagement with Screenrights services, including the online portal MyScreenrights.
 - Provide user support for the online portal MyScreenrights.
 - Guide members through Screenrights' competing claims processes.
 - Respond to phone and email queries from members.
 - Document all communication in customised FileMaker Pro database.
 - Process membership applications and claims to royalties.
 - Meet targets and workplans to support broader Member Services team goals and organisational objectives.
 - Work with the Member Services team to meet enterprise distribution KPIs.
 - Participate in team and individual projects.
 - Support the Member Relations Manager, take directions and raise any issues of concern, as required.
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Required knowledge, skills & experience

- Demonstrated high level of customer, client or member support experience
 - A high level of CRM or database experience – ideally FileMaker Pro – with an ability to interpret information across different platforms.
 - Ability to set and meet goals, and work within a flexible workplan
 - Exceptional written and verbal communication skills, with a demonstrated ability to communicate clearly and succinctly.
 - Strong attention to detail
 - Proven ability to interact with various departments across an organisation
 - Strong organisational and time management skills
 - Self motivated with a strong sense of workplace integrity
 - Ability to multi-task and work on various projects
 - Strong research and problem solving skills
 - An understanding of copyright would be advantageous
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SELECTION CRITERIA

Skill-set

Clear communication skills – possesses good verbal and written communication skills; sound relationship-building skills; open listening skills. Has an ability to explain detailed and complex information clearly and concise manner.

Computer Literacy - strong literacy with computer programs and online systems; demonstrated database experience; confidence with learning new programs and systems.

Organisational skills – ability to prioritise a diverse workload and manage own time. Proven track record of being able to handle a large workload, with an ability to work with speed and efficiency.

Analytical skills – attention to detail with an ability to quickly discern relevant facts and trends from large, complex and/or broad sets of information.

Approach

Member focus – listens to, understands and acknowledges member and stakeholder needs to ensure members have a positive and efficient service experience.

Solution focus – proactively identifies opportunities and challenges; makes timely decisions and takes action to support goals and meet objectives. Has an inquisitive nature and uses this to help identify and resolve member's issues.

Collaborative approach – works collaboratively with members, teammates and colleagues to identify options to achieve positive outcomes; willing to take direction and feedback.

Knowledge and experience

General copyright knowledge desirable – A general understanding of copyright principles

SCREENRIGHTS' SUCCESS BEHAVIOURS

Be a leader

Leadership

- Has a passion for their work and has a positive, approachable demeanour
- Is independent
- Proactively takes on tasks and delivers according to results
- Aligns their activity to the team / business goals
- Seeks to understand others and manages their own behaviour in order to effectively work together.
- Demonstrates empathy and a respect for the style of others and is able to work flexibly to achieve a good outcome for all

Make things better

Innovate & renovate

- Seeks out and listens to the input of others to broaden own perspective and applies that broader perspective determining appropriate incremental changes and improvements within the tasks in their role
- Proactively looks for continuous improvement in own role. Makes recommendations about tasks or process improvement
- Seeks and is open to change to enhance / improve a system or outcome and actively implements initiative within their role to achieve the change
- Openly contributes ideas to discussions where change (large / small) is on the agenda so that the team benefits from all ideas and understands and can manage concerns proactively

Work with others

Teamwork & collaboration

- Actively listens to other points of view within the team and takes these into consideration within their role
- Interprets and applies information, gained via consultation, to making better decisions or being more effective / efficient in tasks within their role
- Works co-operatively with the team by preparing for and contributing to meetings and offering to assist others without being prompted
- Seeks opportunities to be involved in activities within the team

Share what you know

Communication

- Constructs clear and meaningful communication; verbally and in writing
- Provides accurate information with appropriate details and evidence to ensure understanding and consistency
- Participates actively in meetings – asks questions and provides updates on tasks / activities
- Selects the appropriate channel of communication – phone, email, face to face – to enhance understanding and action from all parties.
- Proactively and professionally communicates via telephone, email and face to face
- Asks questions to understand another perspective

Own the outcome

Solution focused

- Identifies who our members are and the demographics in which they operate so that respect and professionalism can be maintained throughout all communication
- Identifies our products and services and makes relevant decisions relating to these within my role
- Is informed of the Australian market and the general implications for members and stakeholders to make effective decisions within my role
- Respectfully asks questions to gain insight and to drive a better outcome

Do what you say

Accountability & reliability

- Plans work / tasks within their role in an accurate, timely and systematic manner
- Manages own priorities and workload to ensure expectations and deadlines are met
- Takes ownership of own task completion, takes responsibility for following up queries to make sure an appropriate conclusion is achieved
- Communicates early and clearly if tasks will not meet expectations
- Works early and proactively with others where they have a role in assisting with task completion