

Job Profile

Position Title:	Portfolio Coordinator
Department	Member Services
Immediate Supervisor:	Member Relations Manager
Load:	Full Time - Permanent
Application Deadline:	Friday 1 st February 2019
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 a high level of administrative support and service to current and prospective members of Screenrights and is responsible for maintaining Screenrights' reputation for responsive and high quality service levels.

As a contributor to the Member Relations team, the Portfolio Coordinator has the primary responsibility for overseeing the administration of a number of key member accounts and shares the responsibility of providing high quality, responsive service to all members.

Working as part of the Member Relations team, 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 key member accounts, including maintaining oversight of all matters relating to the member, proactively assisting the member to address any outstanding royalty issues and maintaining good relationships.
- Contact potential rightsholders in film, television and radio programs, and guide rightsholders through membership application and program registration.
- Build relationships with the broad range of members to increase awareness of and engagement with Screenrights services, including the online portal MyScreenrights.
- Guide members through alternative dispute resolution process to resolve multiple claims.
- Respond and action phone and email queries from members.
- Work with the Royalty Distribution team to target high value and/or time critical royalties to maximise royalty distribution and meet enterprise distribution KPIs.

- Process membership applications and claims to royalties.
 - Provide user support for the online portal MyScreenrights.
 - Assist the Royalty Distribution team with identification of potential claimants to royalties.
 - Meet targets and workplans to support broader Member Services team goals and organisational objectives.
 - Participate in team and individual projects.
 - Raise issues of concern with the Member Relations Manager.
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Required knowledge, skills & experience

- Demonstrated customer relations experience
 - Ability to set and meet goals, and work within a flexible workplan
 - Exceptional written and verbal communication and presentation skills
 - 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 urgency for all work-related tasks
 - Ability to multi-task and work on various projects
 - Strong research and problem solving skills
 - Computer and database literacy
 - An understanding of the screen industry and 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

Organisational skills – ability to prioritise a diverse workload and manage own time

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

Computer Literacy - strong literacy with computer programs and online systems; confidence with learning new programs and systems

Approach

Client 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

Collaborative approach – works collaboratively with clients and team members to identify options to achieve positive outcomes; willing to take direction and feedback

Knowledge and experience

General copyright knowledge – 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