



Job Description

Job Title:	Client Services Manager
Department:	Administration
Location:	Toronto
Reporting to:	Manager, Client Services
# Direct Reports:	0

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 Anthem to provide best-in-class client service regarding client rights, statements, and royalties; enhancing the Anthem brand and maintaining 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 Anthem's Registrations team
- Responsible for the distribution of semi-annual, quarterly and monthly client accounting and reporting
- Identifies inconsistencies, errors, and omissions uncovered during the receipt matching review periods
- Provide expert knowledge of Anthem services: find opportunities to improve client relationships and integrate additional Anthem services for client needs
- Assists 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
- 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 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
- Previous music publishing related experience an asset
- Experience with reviewing legal agreements for key terms, etc. an asset
- Experience analyzing financial trends and variances an asset.
- Film & TV and/or Production Music Library experience an asset

Behavioural Identifiers:

- Strong attention to detail and focus on 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, time management proficiency
- Flexibility and adaptability
- Integrity-driven
- Anticipative

This role offers a competitive salary, bonus, and benefits program
The successful candidate will need to agree to a complete background check

Please send your resume to careers@anthementertainment.com
We thank all respondents for their interest and will contact only those whose skills and backgrounds closely meet the criteria

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