

Job Description: Senior Account Resolutions Coordinator, OneMusic Australia**Job Description: Senior Account Resolutions Coordinator, OneMusic Australia**

13 July 2021

Department	OneMusic Australia
Job title	Senior Account Resolutions Coordinator
Basis of employment	Full Time, Permanent
Award classification	Clerks - Private Sector Award 2010 (Classification 4)
Reports to	Senior Manager, Operations – OneMusic Australia
Supervises	Casual Compliance Officers
Background to the role	<p>Across the public performance revenue areas there are approximately 50,000 existing clients representing a broad range of industries such as Hospitality, Retail, & Fitness.</p> <p>This role drives and manages the legal escalation process where unlicensed accounts are referred to the Legal Department including coordinating compliance and evidence collection.</p>
Objective	To facilitate and manage the legal escalation process where unlicensed/recalcitrant accounts are referred to the Legal Department.
Duties and responsibilities	<ul style="list-style-type: none"> • Manage all processes for accounts referred to the Legal Department in accordance with timelines. • Coordinate the day to day operations of resolving legal escalation accounts. • Resolve accounts before being referred to Legal Departments within a legal framework. • Lead monthly review with Legal Department of the legal status of all accounts. • Coordinate national compliance and evidence collection including for events. • Manage Compliance Officers' compliance routes, expenses, reports, and the collection of evidence. • Written and phone communication to clients. • Produce reports for management on monthly activity. • Specific project work as required by management • Other tasks as required from time to time.
Key relationships	<ul style="list-style-type: none"> • OneMusic licensees and potential licensees • One Music staff and management • APRA AMCOS Finance Department • APRA AMCOS Legal Department • All other APRA AMCOS departments
Qualifications	Tertiary qualifications in law desirable

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Skills & experience	<ul style="list-style-type: none"> • Project Management experience • Experience in working to deadlines • Proven client relationship management skills – retention and resolution • Exceptional communication skills • Experience in general clerical work • Excellent time management & prioritisation skills
Behavioural competencies	<ul style="list-style-type: none"> • Effective verbal and written communication (for correspondence with licensees) • Strong organisational and prioritisation skills • Ability to develop positive relationships with licensees as well as staff in this and other APRA AMCOS departments • Seek feedback and respond constructively • Able to be autonomous and work independently • Work constructively/collaboratively within a team • Demonstrate problem solving skills • Be pro-active in resolving queries • Be persistent in following up queries and liaising with other departments • Ability to manage multiple tasks simultaneously, with associated deadlines • Strong numeracy, data analysis and processing skills • Shares expertise with others • Able to train others and develop their skills • Accurate and thorough, able to identify errors and fix them • Monitors own work to ensure excellent quality • Generates suggestions for improving work • Intermediate ability in Microsoft Office Suites
Other requirements	<p>Some out of hours work may be required from time-to-time.</p> <p>APRA uses agile ways of working and training and participation in agile working is an inherent requirement of this role.</p> <p>All OneMusic staff are expected to:</p> <ul style="list-style-type: none"> • Conduct themselves in a way that is aligned with our stated Brand Purpose, Values and Personality. • Comply with all company policies including the requirements of the Employee Code of Conduct and the Collecting Society Code of Conduct to which APRA AMCOS is a signatory. • Work with, develop positive relationships with, communicate with and coordinate activities with other employees and management. • Present a professional image and be professional in all dealings with staff and external business contacts.