

Position Description

Position: Member Services Officer
Reporting to: Member Services Executive
Date: May 2008

Primary Responsibilities:

Perform duties as Member Services Officer

Details:

Participate in the Member Services' team which distributes royalties by:

- Initiating contact with rightsholders, following up replies and obtaining relevant documents in order to ensure the prompt and accurate payment of royalties;

- Maintaining good relations with Members and dealing quickly and efficiently with Member enquiries as they arise;

- Checking and processing documents in accordance with distribution policies;

- Perform research functions as required;

- Participating in the development and implementation of policies and procedures to ensure the comprehensive distribution of royalty funds to rightsholders;

- Raising relevant issues of concern with the Member Services Executive;

Perform other duties as reasonably requested
