

Administrative Support and Customer Service Agent

Our team is currently seeking a dynamic, organized, and meticulous individual to fill the position of Administrative Support and Customer Service Agent.

About Soproq

Soproq is a pan-Canadian not-for-profit organization operating in the field of collective management of music rights. It represents independent sound recording labels and rights owners and collects and distributes royalties for them. Soproq's repertoire includes nearly 2.5 million titles belonging to over 7,000 rights holders from Quebec, Canada, and other countries.

Main Responsibilities

- Answer promptly and efficiently to incoming information requests by phone and email.
- Assist customer service representatives in processing membership requests and prospecting new rights owners.
- Provide administrative support to Soproq's operations.
- Ensure the processing of mail and filing of documents.
- Ensure the smooth functioning of the office and contribute to managing relationships with suppliers.
- Perform any other related tasks.

Required Skills

- ✓ Proficiency in French and English, both orally and in writing. Bilingualism is a key requirement for this position; all Soproq's services are available in both French and English, and a significant number of our members speak French only.
- ✓ Professional or college training in office administration or secretarial studies, or other relevant training for the position. Any equivalent combination of education and experience will be considered.
- ✓ Proficiency in common office software: Outlook, Word, PowerPoint, etc. Good knowledge of Excel is an asset.
- ✓ Basic knowledge of copyright law and/or familiarity within the music industry is an asset.

Profile

- Analytical mindset, attention to detail, and good concentration skills.
- Autonomy, initiative, and strong organizational skills.
- Interest in music and a good knowledge of the Québécois and Canadian music scene.
- Interpersonal skills (social skills, team spirit, tact).

Conditions

- Full-time permanent position.
- Working hours: 35 hours per week from Monday to Friday.
- Salary: based on experience and current policies.
- Group insurance.
- Two weeks of paid vacation during the first year of employment, plus a paid two-week holiday during the holiday season.
- Possibility to work remotely according to the organization's policies. However, considering the nature of the position, the hired candidate will need to work in the office a few days a week. Our offices are located at 6420 St-Denis in Montreal, within walking distance of Beaubien metro.

To Submit Your Application

Interested candidates should send their resume and a cover letter by email to the following address by January 22, 2024, at 9 a.m.:

Hubert Léveillé Gauvin
Director of Operations
hleveillegauvin@soproq.org

Only applications received by email will be considered.
Only candidates selected for an interview will be contacted.