

ACTRA

ACTRA (Alliance of Canadian Cinema, Television and Radio Artists) is the national union of over 28,000 professional performers working in English-language recorded media in Canada, including TV, film, radio, and digital media. ACTRA's principal role is to negotiate, administer and enforce collective agreements to provide performers with equitable compensation as well as safe and reasonable working conditions.

- *Do you have a strong customer focus mindset? Do you take pride entering data with speed and accuracy?*
- *Do you want to work with a dedicated team of professionals? If so, come join the movement. You're in Good Company at ACTRA.*

ACTRA National is seeking a full-time temporary (6 months):

National Membership Administrator

Position Scope:

To provide member services, assist with member-related initiatives and provide support to the finance department.

Responsibilities:

Duties include but are not limited to:

- Provides Member and Accounting Services.
- Oversee and respond to performers' inquiries ensuring that issues are dealt with quickly and efficiently within the department or referred to Managers if appropriate.
- Input Full, Apprentice and AABP member profile changes into membership system.
- Process member payments and maintain accurate member records.
- Process non-member payments and other related payments such as work permits and equalization payments.
- Prepare member reports as required.
- Provide support to finance team.
- Provide support to month-end processes, specifically related to member dues, member payments, branch deposits etc.
- Consistently interpret the ACTRA Constitution and By-Laws.
- Assist in membership system upgrades, improvements, and re-design, as needed.
- Calculate member-related invoices, payments, and receivables.
- Maintain accurate records and confidentiality of organizational information.
- Coordinate annual dues assessment and issuance of invoices for full members.

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- Coordinate issuance of AABP and Apprentice Member invoices.
- Coordinate issuance of tax receipts.
- Provide helpdesk support for member referendums.
- Perform back-up duties as needed.
- Other duties as assigned within the scope of the position.

Qualifications:

- A two-year business program diploma, or equivalent experience with training in project coordination, clerical, accounting, and office practices, as well as a strong knowledge of computerized customer relationship management systems, and Microsoft Excel.
- Two years of directly related experience.
- Organizational skills, problem solving, and attention to detail with the ability to exercise judgement and maintain confidentiality are required.
- The ability to work independently, and as part of a team, and strong customer service skills are required.
- Strong verbal and written communication are needed.

Note: This is an in-office based position located in downtown Toronto.

Application Process:

Interested applicants are invited to submit a resume and cover letter to humanresources@actra.ca **quoting '2022-24 National Membership Administrator' in the email subject line.**

ACTRA is committed to employment and pay equity and we encourage applications from all equity seeking groups, including but not limited to, Indigenous and other racialized communities, people with disabilities, and LGBTQ2+ communities. In compliance with the Accessibility for Ontarians with Disabilities Act ('AODA') we provide the accommodations necessary to ensure full participation in our recruitment processes. If you require an accommodation during any stage of the recruitment process, please notify Human Resources.

Thank you for your interest in joining us. Only those selected for an interview will be contacted.