

ACTRA

ACTRA ('Alliance of Canadian Cinema, Television and Radio Artists') is the national union of over 30,000 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 believe creative work has value — and that value must be protected?

Do you care about protecting performers' rights in Canada's film and television industry?

Unpaid royalties. Missing residuals. Outstanding benefit contributions. Do you have the skills and persistence to recover what's owed?

ACTRA National is seeking a full-time permanent: CLAIMS OFFICER

Position Scope:

Reporting to the Director, ACTRA PRS, the Claims Officer is responsible for initiating, advancing, and resolving claims under ACTRA collective agreements. This role ensures performers receive royalties, residuals, use fees, and pension and health contributions owed to them.

The position works closely with producers, distributors, ACTRA branches, and sister unions to recover outstanding payments, support dispute resolution, and maintain accurate claims administration.

Position Responsibilities:

Claims Administration & Recovery

- Initiate, investigate, and advance claims against producers and distributors under ACTRA collective agreements.

ACTRA

- Identify and pursue recovery of unpaid royalties/residuals, administration fees, insurance and retirement contributions, and Use Fees owed to ACTRA PRS and ACTRA Fraternal Benefit Society (AFBS).
- Monitor outstanding receivables and follow up to ensure timely payment and resolution.

Stakeholder Liaison & Collections

- Serve as the primary contact for producers, distributors, and studios regarding outstanding payments and contractual obligations.
- Collaborate with ACTRA branch offices and domestic and international sister unions to coordinate collection strategies, including division of Distributor Gross Receipts (DGR) and transfer of pension and health contributions.
- Respond to inquiries from Members, non-Members, producers, and distributors regarding claims and fee collection matters.

Review, Processing & Financial Coordination

- Review and approve claims for processing and disbursement by the Claims Administrator, ensuring accuracy of calculations, including sales share allocations.
- Coordinate with ACTRA National and Branch offices to reconcile and track payments received.
- Maintain detailed records and update reporting logs to monitor claim status, recoveries, and trends.

Dispute Resolution & Risk Management

- Prepare business case analyses for recommending grievances, arbitrations, or audits to the Senior Advisor, Films and TV Rights, and ACTRA PRS management.
- Support the preparation and documentation of grievances, arbitrations, audits, and Independent Production Agreement (IPA) negotiations.
- Contribute to risk assessment initiatives and recommend process improvements to strengthen compliance and collections.

Systems & Process Improvement

- Assist in developing and maintaining reporting tools and tracking systems to improve transparency and efficiency in claims management.

ACTRA

- Support research and implementation of system enhancements to optimize workflow and mitigate risk.

The responsibilities listed above are not exhaustive and may evolve to meet operational needs.

Qualifications:

- Post-secondary education required. A University degree or College diploma in the entertainment business, business management or related field preferred, equivalent relevant work experience.
- Minimum two (2) years industry experience, preferably in Films & TV Production and/or Distribution environment with exposure to the end-to-end process.
- Fundamental knowledge of the Entertainment Industry and ACTRA PRS' core agreements is an asset.
- Exceptional interpersonal, organizational, analytical, communication (verbal and written), and presentation skills with the ability to work effectively as part of a team and independently; and the ability to collaborate with colleagues across departments and functional teams.
- Strong Time Management skills, and the ability to work in a fast-paced environment under pressure.
- Demonstrated strong applied knowledge of the Microsoft group of programs (MS Word, Excel, PowerPoint, Outlook, Teams, and Access)
- Possessing the technical proficiency to learn and apply new applications.
- Strong attention to detail.
- Customer service oriented.

Things for you to know:

- This position is 100% office based. We are located at Bloor & Charles in downtown Toronto, Ontario.
- The payrate for this role is \$68,576.00 per year
- The total compensation package is governed by the ACTRA/United Steelworkers Union, Local 8300-03, Collective Agreement.
- This approved vacancy is expanding our capabilities to serve our members better
- ACTRA National currently does not use AI screen, assess, or select applicants

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Interested applicants are invited to submit a resume and cover letter to humanresources@actra.ca, quoting “2026-02-Claims Officer” 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 2SLGBTQIA+ communities. In compliance with the Accessibility for Ontarians with Disabilities Act (‘AODA’). If you require accommodation for a disability 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.