



## **INTERNAL VACANCY ADVERTISEMENT**

### ***Publisher Services: Administrative Assistant***

The above vacancy exists within the Publisher Services department and reports to the Manager: Publisher Services. The purpose of the position is to ensure SAMRO's reputation remains in-tact by query elimination and resolution. The ideal candidate will be someone who has successfully completed matric and/or a tertiary qualification (such as in a business administration discipline); and has at least 3 years working experience.

#### **Key Performance areas:**

- Create customer service culture
- Relationship building
- Quality control
- General administration

#### **Minimum requirements:**

- Competent PC and keyboard skills, including working knowledge of word processing and spreadsheet packages
- A basic understanding of the music publishing business
- Good verbal and written communication skills both English and Afrikaans
- Ability to multi-task and prioritize
- Ability to effectively manage stakeholders (publishers, service providers etc.)
- Excellent interpersonal skills
- A basic understanding of Rights Administration and Collective Management in the field of music rights will be an advantage
- The ability to interpret contracts would be an added advantage

#### **Core Competencies:**

- Administrative skills
- Accuracy and attention to detail
- Assertiveness
- Networking
- Customer service orientation
- Initiative
- Integrity