



JOB POSTING

POSITION: Coordinator, Gold/Platinum Program
LOCATION: Toronto, ON (a balance of remote and in-office work required)
REPORTS TO: Senior Program and Account Manager, Gold/Platinum Program
TYPE: Full-Time
SALARY RANGE: \$40,000 to \$45,000 per annum, commensurate with experience, with health benefits and a pension plan

Role Description

The Coordinator, Gold/Platinum Program will support the Senior Program and Account Manager of the Gold/Platinum Program with the daily operations of the renowned Program. This individual will be detail oriented, highly responsive, and able to work independently - skills which will apply directly to their daily work on processing certification applications, managing award orders, and analyzing music industry data. A knowledge of current music industry and social media trends would be an asset. This is a remote-friendly position, with the opportunity to work from Music Canada's Toronto office.

About Music Canada

Music Canada represents the world's leading music companies: **Sony Music Entertainment Canada; Universal Music Canada; and Warner Music Canada.**

Our members are at the heart of Canada's music scene. They combine creativity, entrepreneurship and cutting edge digital innovation to bring great music to fans across the country and the world. They are intensely focused on nurturing artists, at all stages of their careers and delivering iconic hits from Canadian and international stars. As partners and advocates for the broader music ecosystem, our members serve and support communities across Canada, recognizing the unique power of music to inspire and unify people as well as to drive positive societal change.

Music Canada supports our members by helping to create the conditions for a strong and dynamic music economy in Canada. We conduct pioneering research into legal and policy changes that will optimize the success of artists and the businesses with whom they partner. Collaborating with Canadian artists and our allies across the music industry, we advocate to policy makers and elected officials at all levels of government, offering positive, innovative and achievable solutions grounded in our domestic and international research. Like our members, we are driven by a passion for music and those who create it.

A Music Canada Gold/Platinum Certification is the most recognizable marker of a performing artist's success in Canada. An aspirational goal known the world over by artists and their fans, Gold, Platinum and Diamond plaques reflect not only the incredible talent and hard work of artists, but also the investments and support made in them by their record label and teams.

Primary responsibilities

Administration - Certifications and Award Orders (70%)

- Review and process all single/album certification submissions from applicants through the online portal.
- Ensure streaming and sales data submitted meets program benchmarks for official Gold/Platinum certification.
- Assist artist, management or label teams with other account-related inquiries including data eligibility, award plaque orders, and new user onboarding.
- Manage award plaque orders through complete lifecycle, overseeing design process with manufacturers, invoicing, payments, and presentation timelines.
- Inquire with the Senior team regarding any certification or award plaque issues that require further analysis.

Marketing and Communications (30%)

- Prepare and schedule social media graphics and copy for certified releases across several channels.
- Support Senior Program and Account Manager with program strategic planning, marketing, and partnerships.
- Triage server issues, identifying bugs and improvements to our user experience and raising with our team and technical support
- Represent Music Canada's Gold/Platinum Program at industry events, including award presentations, during and outside regular business hours.

Capability Requirements – education, skills & experience

- Post-secondary diploma or degree (Fields such as music business or communications would be an asset)
- A self-starter with the ability to work independently, with a meticulous eye for detail and highly responsible regarding data management and customer service
- 1-3 years of employment or volunteer experience in a music-related setting/company
- Knowledge of the on-demand music streaming marketplace and DSPs in Canada
- Understanding and interest in current social media trends on TikTok, Instagram, etc.
- Basic proficiency with graphic and video editing software
- Ability to multitask and take ownership of ongoing orders/projects with direction from senior management.
- Strong communication skills, both written and verbal
- Excellent organization and file management (Google Drive experience an asset)
- Passionate music fan, with knowledge of current releases and artists across an array of genres.
- An eagerness to learn about all aspects of the Canadian music ecosystem.

Compensation

Music Canada has a positive work environment that is team focused. We offer competitive compensation commensurate with experience, health benefits and a pension plan.

How To Apply

Please submit your application by emailing your cover letter and résumé

to: jozef+musiccanada@thetalentcode.ca

Music Canada is an inclusive employer and strives to ensure that it represents Canada's diversity.

We thank applicants for their interest, however, only those advancing in the process will be contacted.