

Job Description: Artist Relations Assistant

EmuBands

Digital Music Distribution

Company: EmuBands Ltd
Department: Artist Relations
Reports to: Head of Artist Relations

Location: Glasgow
Status: Full-time Permanent
Salary: £18,000 per annum

Application Deadline: 30th Sep 2018
Start Date: Flexible, ASAP

Purpose of Post:

To be a musician's first point of contact within the company, using a variety of media to provide excellent customer support specifically relating to digital music distribution and also the wider music industry in general.

Primary Responsibilities:

- Provide excellent support to self-releasing musicians and record labels, on issues relating specifically to digital music distribution as well as the wider music industry, via e-mail, phone & live chat.
- Collect feedback from customers and report any feature requests to technical team.
- Various administrative tasks to support the Head of Marketing & Artist Relations.
- Contribute to the development and maintenance of customer knowledge base.

Qualifications Required:

Educated to degree-level (preferably in a subject related to the role, although this is not essential).

Post Holder Characteristics – Necessary:

- Understand and be active in the music industry.
- Be aware of current music industry issues and maintain an up-to-date knowledge of such.
- Have strong teamwork, interpersonal and communication skills.
- Be highly organised, articulate, and pay close attention to detail.
- Be able to work under own initiative and perform a varying nature of tasks efficiently and effectively.
- Have at least basic knowledge of Microsoft Office and social media.

Post Holder Characteristics – Ideal:

- Past involvement in releasing music and/or developing release strategies.
- A second language.

We are an equal opportunities employer and welcome applications from any suitably qualified persons regardless of age, disability, gender, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality and ethnic or national origins), religion or belief, sex and/or sexual orientation.