

RESIDUALS CLAIMS REPRESENTATIVE

Residuals Department

April 8, 2024

The Residuals Claims Representative is a full-time, non-exempt (hourly) position with full benefits. This position is a grade 11.

Under the supervision of the Residuals Collections Administrator, the Residuals Claims Representative is responsible for investigating and pursuing claims for unpaid residuals. The Residuals Department ensures that writers are paid residuals due pursuant to the residual provisions of the WGA Basic Agreements from 1953 to present.

ESSENTIAL FUNCTIONS

- Investigates potential violations of the residuals provisions of the collective bargaining agreement and pursues claims as part of the grievance and arbitration process.
- Responsible for handling a residuals caseload involving the collection of residuals and interest.
- Researches and reviews various agreements, including but not limited to writing contracts, assumption agreements, license and distribution agreements for reuse in markets such as television, theatrical and new media.
- Obtains and analyzes financial records and residuals history to prepare detailed Excel spreadsheets of residuals owed.
- Communicates with writers and companies throughout the investigation and resolution of the case.
- Prepares and files arbitration claims for transfer to the Guild's Legal Department.
- Researches and reviews chain of title and signatory information to effect service of process on respondents.
- Answers questions from members, agents, attorneys, labor and company representatives regarding residual obligations under the collective bargaining agreement.
- Other duties as required.

OCCUPATIONAL REQUIREMENTS

Bachelor's degree required. Entertainment industry, paralegal or claims experience preferred. Contract compliance experience or good math skills a plus. Must have excellent analytical and organization skills with attention to detail; strong oral and written communication skills; strong time management skills; and the ability to think on your feet, work independently, and handle adverse situations with diplomacy and authority. Must be proficient in Microsoft Word, Outlook and Excel.

MENTAL REQUIREMENTS

Must have the ability to: comprehend and follow instructions; understand and communicate correct information; perform activities on schedule, maintain regular attendance and punctuality and interact with others courteously and professionally. Must have the ability to multi-task and remain calm and focused under pressure.

PHYSICAL REQUIREMENTS

Sedentary work, occasional light lifting from floor level to overhead levels, reaching, bending, visual acuity.

ENVIRONMENTAL CONDITIONS

Does not require working near hazardous equipment or machines. No or minimal exposure to noise, dust, gas, odors, fumes.