Customer Service Manager - Memberships

Reports to: Head of Digital  
Role type: Full-time  
Remuneration: Competitive, based on experience  
Location: Remote for now, on-site in Bangalore eventually  
Application deadline: 26 July 2021  
Role Commencement: Immediate

To apply for the role, click here.

About MAP

The Museum of Art & Photography (MAP) is a new and innovative art organisation opening in Bangalore. MAP's mission is to exhibit, interpret and preserve a growing collection of art and cultural artefacts, motivated by a belief that museums can play a positive role in society. MAP is custodian to a growing collection of over 20,000 artworks, predominantly from south India and dating from the 12th century to the present.

Currently under construction, its 43,000 sq. ft. flagship site will include five galleries, an auditorium, an art and research library, an education centre, a multimedia centre and a specialised research and conservation facility.

While the museum's physical space is being built, MAP is carrying out its mission by actively reaching out to the local community, in particular to schools in Bengaluru, through a variety of programs and projects, including artist loans, art exhibitions, workshops and lectures.

MAP's activities have already expanded beyond the four walls of a traditional museum space. Having launched in December 2020, MAP's Digital Museum, one of the first in India, curates non-stop art experiences for audiences of all ages, from online exhibitions to a range of articles and essays, collaborations with museums around the world, engaging talks by leading industry figures, and educational resources for kids and adults.

This is an exciting time to join the team at MAP, in the busy lead-up to the opening. The Customer Service Manager position is an ideal opportunity for someone who is interested in learning and gaining experience in the management aspect of museums and membership programmes.

Role overview
MAP is recruiting a Customer Service Manager for memberships who can help keep track of and troubleshoot all queries related to MAP’s memberships. In addition, the role also includes managing the behind-the-scenes activities of the museum’s membership programme. The role will require strong organisational and coordination skills, resourcefulness and interpersonal skills. The individual will have to work closely with the Museum’s digital and development team and should have strong communication skills.

**Duties and Responsibilities**

- Managing the memberships@map-india.org email regularly and responding to all emails
- Keeping track of and troubleshooting all queries and customer issues related to MAP’s memberships
- Managing the backend of the membership programme module on the website and working closely with the tech team to ensure completion of updates and changes
- Adding new user accounts and updating existing membership details upon request
- Keeping track of membership numbers, i.e. new sign ups daily, weekly and monthly
- To report all data and numbers to the Head of Digital every morning over a call or email
- Managing the live chat on the website during working hours daily
- Managing the list of corporate members and being the point person for all queries related to corporate memberships
- Keeping a regular track of logins and membership usage
- Calendar coordination and management for meetings
- Managing email marketing as required for members, creating the content and reporting on opens and responses of all mailers
- Keeping a check on and updating membership confirmation, payment, reminder and expiry emails
- Downloading the database of members every month to share with the Communications team

**Skills and competencies**

- Strong organisational skills and eye for detail
- Knowledge of Survey Monkey, as well as outreach and audience growth tools available is a plus
- Knowledge of the non-profit sector, museum operations, the arts industry, and arts marketing is a plus
- Exemplary written, verbal, and listening communication skills and a demonstrated ability to communicate clearly and professionally
- Knowledge of or experience in working with Wordpress is a plus
Belief in museums as a cause for social good and a positive, dynamic force
Self-motivated, highly organised and able to work to demanding deadlines
Ability to work independently and effectively; self-directed
Calendar management and planning
Capacity to work under pressure and multitask
Able to undertake flexible work hours, as and when necessary

Equality & Diversity

MAP is an equal opportunities employer. We oppose all forms of discrimination and believe that all people, regardless of their identity or membership of any group, deserve to be treated equally, consistently and fairly.

We welcome creativity, excellence and different perspectives that individuals of all backgrounds and abilities bring to our work.

Application process

To apply please fill in the application form and upload your CV [here](#). Only shortlisted candidates will be contacted.