

MAM

Montclair Art Museum

E-commerce Volunteer/Intern

The Montclair Art Museum Retail & Rental Operations Department is seeking a volunteer or intern to assist with an e-commerce project. The project is split into two phases (described below). Phases I and II could be assigned to the same volunteer/intern if that candidate has qualifications that meet the requirements of both phases.

Phase I:

The Montclair Art Museum Retail & Rental Operations Department is seeking a volunteer or intern to assist with an e-commerce project. The Museum recently started using a new Customer Relationship Management (CRM) system and we have placed our e-commerce operations to the CRM platform as well. However, we would like to explore other e-commerce options, such as Shopify, and see if they will work with our CRM and what the pros and cons are for each option, keeping the Museum budget in mind.

Role, Responsibilities, & Qualifications:

- The volunteer/intern will be responsible for compiling the above research and presenting to Retail & Rental Operations Department staff in an organized fashion, highlighting pros, cons, and costs.
- The ideal candidate should be self-sufficient, tech savvy, detail oriented, and have the ability to make an informed decision based on research and good judgement.
- This is a volunteer (unpaid) or intern position (unpaid; must be currently enrolled in college and able to receive course credit for the experience at MAM). For the internship option, students with majors related to business are strongly encouraged to apply. Flexible schedule, to be agreed upon by the volunteer/intern and MAM staff.

Phase II:

Once we have decided to remain with the current platform or switch to a new platform, based on the findings in Phase I, we will seek a volunteer/intern with some e-commerce retailing experience to help develop, define and merchandise the site.

Role, Responsibilities, & Qualifications:

- The volunteer/intern will be responsible for photographing and writing descriptive text for the merchandise (chosen by the Retail Operations Manager and Department Business Manager) and uploading to the e-commerce site, working within the parameters of the platform to create the most attractive and user-friendly retail site
- The ideal candidate will have experience with e-commerce retailing including the creating, marketing and maintaining of an e-commerce site; the candidate should be self-sufficient, tech savvy, detail oriented, and have the ability to make an informed decision based on research and good judgement.
- This is a volunteer (unpaid) or intern position (unpaid; must be currently enrolled in college and able to receive course credit for the experience at MAM). For the internship option, students with majors related to business are strongly encouraged to apply. Flexible schedule, to be agreed upon by the volunteer/intern and MAM staff.

Learning Outcomes for Phases I & II:

The volunteer/intern will gain hands-on experience with:

- completing online research;
- using a database;
- compiling and presenting reports to Museum staff;
- decision-making and budgeting;
- communicating with Museum staff and database website staff; and
- understanding retail and rental operations in a non-profit setting.

Interested candidates should submit a resume and cover letter to Sophiana Leto, Development Associate, Volunteers & Major Gifts, at sleto@montclairartmuseum.org.
Please indicate if you're applying for Phase I, II, or both.