

Merlin - Member Services and Operations Manager, Americas

About Merlin

Merlin is the global digital rights agency for the world's independent record label sector, with a membership accounting for more than 14% of the global recorded music market. It was established to allow digital music services the opportunity to globally license commercially successful independent music labels from across the world.

Launched in 2007 and based in Amsterdam with offices in London, New York and Tokyo, the organization now has over 700 members from 55 countries, representing more than 20,000 independent labels and aggregators worldwide.

Merlin has licensed digital services including Facebook, SoundCloud, YouTube, Spotify, Pandora, musical.ly, Google Play, Deezer, Vevo, KKBOX and AWA, and reached a number of copyright infringement settlements with, among others, Limewire, XM Satellite Radio and Grooveshark.

Merlin has been recognized by the music and technology sectors. The organization was named 'Independent Champion' at the 2015, 2016 and 2018 AZIM Libera Awards and CEO Charles Caldas was selected for the 2018 Billboard Magazine's Power 100 list of the most powerful executives in the music industry for 2018.

Position Description

Merlin is seeking an experienced and enthusiastic "*Member Services Manager*" to assist our North and South American members in optimizing all aspects of their Merlin membership.

The position, based in New York City, will report to Merlin's US based General Manager and Merlin's Director, Global Member Services, and work closely with Merlin's Head of Member Operations and Member Services Manager, UK. The role will involve working with existing and new DSPs, as well as coordinating closely with other departments within Merlin.

Merlin has experienced remarkable growth since its inception and is currently expanding its team. This is an opportunity for someone with excellent people skills to work with a broad cross-section of the global independent recorded music industry, in a supportive working environment that demands technical excellence.

The successful candidate will be a motivated and proven self-starter, with a demonstrated ability to work independently and be confident in resolving queries from record labels and distributors on a global basis. Fluency in Spanish and English are a must (Portuguese would be advantageous). Excellent verbal and written communication skills and a strong knowledge of the digital music industry are essential. Established relationships and an understanding of the independent sector (particularly within the LATAM community) would be advantageous.

Areas of Responsibility

Areas of responsibility include:

- Manage the Membership Application Process
- On-Going Member support
- Be a point of contact for DSP integration teams
- Provide Email and Phone support
- Create support documentation, training guides, presentations and procedures (including language translations when applicable)
- Escalate issues appropriately and communicate effectively with internal teams
- Investigate, troubleshoot, and solve membership related issues

- Assisting Global Member Services & Operations teams toward successful completion of initiatives covering the American continents
- Assisting the US based General Manager in managing communications and completion of tasks from our NY office

Required Knowledge, Skills, and Abilities

The successful candidate will have:

Core skills:

- Fluency in Spanish & English (Portuguese is advantageous)
- 2 or more years of experience in a client facing support role
- Excellent verbal and written communication skills
- Strong interpersonal skills
- Active listening skills to accurately respond to inquiries and requests
- Ability to compute basic arithmetic and work with numbers
- Proficiency with computer applications including Excel/Pivot Tables, PowerPoint, Google Forms and contact management programs
- Must be detail oriented and well organized
- Organized and comfortable tracking and prioritizing multiple issues/tasks
- Able to work under pressure

Advanced skills

- Previous experience working with a member-based organization (Distributor, Collecting Society)
- Have music industry experience in digital operations
- Knowledge of the digital music industry