

## **MEMBERSHIP COORDINATOR for KPFA RADIO**

The Membership Coordinator (MC), oversees, and supports donors and donor related programs at KPFA. The MC builds advocates for the station by engaging the donor base, curating the donation experience, soliciting feedback, and creating mutually beneficial relationships. The MC is responsible for the fulfillment of fund drive thank-you gifts, serving as a first point of contact for donor needs, questions and concerns as well hiring and training the temporary fund drive team during on-air fundraisers. The MC oversees the database and integrity of donor accounts and information. The MC must be able to manage multiple projects simultaneously, meet deadlines and be highly detail oriented.

This position requires a self-starter who is able to work both collaboratively and independently and possesses strong interpersonal and time-management skills. Building constructive and effective relationships with the development team, administration, operation and programming staff will be integral to success in this role.

The successful candidate will have a strong commitment to and passion for KPFA's mission, vision and values. The Membership Coordinator reports to the Director of Development and is based in Berkeley, CA and occasionally remote.

### **JOB DUTIES WILL INCLUDE**

- Main contact person for donor inquiries, questions, information requests, and complaints regarding donations and premiums.
- Process all donations received via mail and online.
- Manage and maintain a database to ensure accuracy and completeness of donor information.
- Provide reports to and work with the business office to reconcile the database to the bank deposits and to the accounting books.
- Work with the Fund Drive Manager to plan and build the infrastructure to execute successful pledge drives.
- Provide direction to an outside call center to ensure a positive donor experience and accurate data collection.
- Hire, train and schedule temporary fund drive staff for each drive. (Paused due to COVID)
- Source and secure fund drive premiums.
- Provide logistical resources and direction to hosts during fund drives.
- Oversee the volunteer phone room (Paused due to COVID)
- Manufacture in-house premiums.
- Operate donor billing, including invoice preparation and delivery.
- Manage shipping, receiving and inventory logistics for premiums post drive.
- Submits vendor invoices & check requests to the Business Department for payment and/or back up documentation
- Manage KPFA inventory and fulfill requests for staff and off-site events.
- Report year-end (9/30) inventory (count & cost) to the business office.
- Effectively communicate with Development Director in an ongoing manner.

### **QUALIFICATIONS & REQUIREMENTS**

- Working knowledge of a CRM system or donor database. Commitment to donor centered fundraising and the stewardship of existing donors.
- Professional, positive, and approachable attitude, able to handle shifting priorities, multiple projects, and a high volume of requests in a calm manner.

- Contributes to the creation of a diverse, equitable and inclusive work culture that encourages and celebrates differences.
- Experience using effective interpersonal skills, listening, diplomacy, and tact to build strong relationships with stakeholders, constituents, and all levels of staff.
- Excellent writing, spelling, grammar, proofreading, and formatting skills as well as strong verbal communication and customer service skills.
- Strong organizational skills, excellent attention to detail and ability to work and problem-solve autonomously.
- Proficiency in Microsoft Word and Excel required.
- Regular and reliable attendance is required.

**Work Authorization - United States**

**Position, pay & benefits:**

- Union, non-exempt regular position
- Schedule: Weekdays (Monday-Friday) at 30+ hrs per week
- Currently: \$25.08 / hr + annual seniority increase
- Vacation & Sick pay after 90-days
- Holiday pay
- Company paid health benefits after 90-days
- Company matched (up to 4%) 403B
- 2% company funded pension after eligibility.

**Email all communication, cover letter and resume should go through [jobs@kpfa.org](mailto:jobs@kpfa.org).** Please do not mail resumes or call the station.

**Location:** Berkeley, CA location and occasionally remote

**KPFA Mission** - To promote cultural diversity and pluralistic community expression. To contribute to a lasting understanding between individuals of all nations, races, creeds and colors. To promote freedom of the press and serve as a forum for various viewpoints. To maintain an independent funding base.

**The Pacifica Foundation/KPFA** is an American non-profit organization that owns five independently operated, non-commercial, listener-supported radio stations known for their progressive/liberal political orientation.

**The Pacifica Foundation/KPFA** is an equal opportunity employer and will not tolerate discrimination in employment on the basis of race, color, age, sex, sexual orientation, gender identity or expression, religion, disability, ethnicity, national origin, marital status, protected veteran status, genetic information, or any other legally protected classification or status.