



POSITION AVAILABLE

Title: Donor Relations Specialist

The Donor Relations Specialist is responsible for leading and contributing to the cultivation and retention of members, viewers, listeners, and online visitors by providing excellent customer service and by maintaining accurate member records.

Responsibilities include but are not limited to:

- Serve as the main point of contact for WQED members, listeners and viewers, addressing concerns, answering questions and providing additional information as necessary.
- Respond enthusiastically, accurately, and in a timely manner to member calls, emails, and letters.
- Maintain member records using Customer Relationship Management (CRM) database, adjusting, correcting, and updating accounts as necessary to ensure accuracy.
- Attend internal meetings and communicate interdepartmentally to keep abreast of station projects, programming changes, and events that may impact viewers and listeners.
- Identify, track, and report trends and issues to appropriate staff/departments.
- Work with outside vendors (MSB, ACD, and others) to address and resolve member/account issues or requests.
- Assist station viewers and listeners with donations/inquiries/requests and redirect to appropriate departments, if necessary.
- Responsible for fulfillment of In-house premiums.
- Receive and organize storage of Premiums.
- Train and coordinate volunteers to assist with fulfillment of Premiums as needed.
- Move shipment of items from storage to packaging area.
- Inventory, stock and provide Premium Coordinator and manager of ShopWQED with list of items and supplies to reorder.
- Manage Shipping files.
- Communicate with outside Premium suppliers to track and resolve any delays in fulfillment to members, product status and shipping details.
- Communicate with suppliers to manage premium returns or unfulfilled orders.
- Provide technical assistance to members for WQED Passport program streaming.
- Explain said products and services, eligibility and guide members through technical processes.
- Direct members appropriately if more complicated assistance needed (i.e, PBS Help or WQED Interactive).
- Work as a productive member of the Development and Membership team and maintain collegial relationships with co-workers inter and intra departmentally.

- Assist as necessary with events and other activities (both on- and off-site) that may fall outside of normal business hours.
- Other duties as needed.

Required education and skills:

- High school diploma or GED.
- 1-2 years of customer service experience required.
- This position requires incumbent to contribute to the cultivation and retention of members, viewers, listeners and web-surfers by providing excellent customer service and maintaining accurate member records. Must be proficient in MS Office, have excellent customer service skills, excellent organizational skills and must display the highest level of attention to detail and accuracy.

Candidates should send a **resume and cover letter with salary requirements** to careers@wqed.org. **No Phone Calls Please.**

*WQED is an Equal Opportunity Employer
with leadership and a culture that supports diversity and inclusion*