Title: Premium Coordinator (Part-Time 20 hours per week)

The Premium Coordinator is responsible for developing, identifying, conceiving, and tracking fulfillment of TV and FM pledge “thank you” gifts.

Responsibilities include but are not limited to:

- Review all premium reports from the vendor to see what premiums are on backorder.
- Send backorder letters and/or call WQED members to update them on the status of their gifts(s). Write standard letters, emails, etc. to members, vendors and other individuals as necessary.
- Responsible for mailing concert/event letters and tickets to WQED members at least two weeks in advance of concert/event.
- Communicate weekly with the premium fulfillment vendor to maintain timely premium fulfillment.
- Review all premium reports from the vendor to see what premiums have been shipped to members and/or delivered to the warehouse.
- Communicate daily with WQED Donor Relations department to respond to member problems and issues regarding their premiums.
- Assist Director of On-Air Fundraising and Fundraising Producer with fundraising activities (i.e. concerts and/or events). – This will require occasional night and weekend work.
- Maintain Premium information, master lists, costs and files.
- Work with the vendor to ensure all premiums, tickets and details are loaded in to all necessary platforms such as Pledge Cart and NGOC.
- Provide premium grids for TV & FM drives as requested by the Director of On-Air Fundraising.
- Talk with PBS station colleagues around the system to get new premium ideas and trends.
- Look through various product/merchandising catalogs to get new premium ideas and trends.
- Work with FM staff to identify popular new music selections to be offered during fundraising drives.
- Work with Donor Relations Specialists when call volume is higher than normal.
- Assist in returning calls and emails to members.
- Help ship in house thank you gifts to members when needed.

Required education and skills:

- High school diploma preferred.
- One-to-two years of experience preferred.
• Strong understanding of on-air fundraising practices, strategies and tactics preferred.
• Excellent computer skills needed, including Microsoft Excel and Microsoft Word.
• Excellent writing skills are necessary.
• Customer service experience and organizational skills desired.

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