

Membership Assistant

Reports To
CDO



Job Overview

The Membership Assistant supports the membership team's fundraising operations and serves as one of the station's primary front-desk points of contact. This position plays a key role in premium and gift solicitation, fulfillment, digital fundraising, and donation processing, as well as guest check-in, correspondence, and general administrative support.

Responsibilities and Duties

Membership Support

- Support all membership campaigns including three annual on-air fund drives, including premium and gift solicitation, volunteer coordination, and on-air/off-air drive logistics.
- Manage inventory, organization, packing, and shipping of WAMC membership premiums and donor gifts.
- Process daily monetary donations, including check processing and accurate data entry.
- Assist with digital fundraising efforts and inquiries regarding memberships.
- Participate in membership team meetings, contributing ideas to strengthen fundraising, premium fulfillment, and volunteer programs.
- Provide general administrative support to the membership department as needed.
- Develop fluency in donor database systems and Excel for gift tracking and reporting.
- This role will evolve with the department, and responsibilities may shift over time.

Front Desk & Administrative Support

- Serve as the first point of contact for guests and community members; manage guest check-in procedures.
- Answer routine inquiries by phone, email, and in person; serve as primary contact for everyday customer service issues.
- Prepare, deliver, retrieve, and distribute mail to staff/departments.
- Work comfortably and collaboratively in an open, busy front-office environment.

Qualifications

- Strong written and verbal communication skills.
- Proficiency in Microsoft Office Suite; experience with donor management software (e.g., Allegiance, Salesforce) a plus.
- Strong attention to detail and accuracy and ability to take initiative on tasks and troubleshooting.
- Ability to manage multiple tasks and prioritize effectively in a fast-paced, deadline-driven environment.
- Associate's degree in Nonprofit Management, Communications, or a related field, or equivalent experience.