Sustaining Membership Coordinator (Full-Time, Exempt)

Reports to: Director of Individual Giving

Salary Range: 46,000-50,000/year

KUNC and The Colorado Sound seek an energetic person to join our membership team. The Sustaining Membership Coordinator will manage all aspects of the sustaining membership program at KUNC and The Colorado Sound, a program that includes over 11,000+ members and generates approximately 53% of annual membership revenues.

Sustaining membership is a fast-growing part of the Individual Giving program at KUNC and The Colorado Sound. We are looking for a dynamic leader who will treat our current sustainers like gold and take the program to its fullest potential.

Primary Functions:

The Sustaining Membership Coordinator will work on the front lines of the membership program, providing excellent customer service to our loyal members. The right candidate will be enthusiastic, creative, patient, a good team player, detail oriented, database savvy, enthusiastic about public media and eager to implement strategies that will continue to grow our sustainer program.

Specific Job Duties:

The Sustaining Membership Coordinator will be the primary contact for sustaining members. As the Sustaining Membership Coordinator, you will:

• Respond to member calls and emails and promptly solve problems
• Process sustaining gifts in Engaging Networks and import gifts into Raisers Edge daily
• Process all changes of payment and addresses for sustaining members
• Manages the EFT and Credit Card decline process, including generating and sending email and paper mail notifications, and follow up phone calls
• Create and implement strategies to retain monthly donors and convert donors from Credit Card to ACH
• Manage special communications, events, and promotions specifically for sustaining members
• Implement an annual plan to convert annual donors to monthly sustainers
• Track monthly goals and metrics related to retention and conversion
• Analyze data to assess the effectiveness of sustainer strategies and make adjustments as needed
• Support the membership team during on-air fundraising drives, focusing on strategies to increase sustaining gifts

January 2021
Greeley, CO 80634
Preferred Skills, Education, & Experience:

- Excellent verbal and written communication skills
- Bachelor’s degree in a relevant field or an equivalent combination of skills and experience
- Strong computer skills, including experience working in Blackbaud’s Raisers Edge or similar fundraising CRM software
- Proven ability to deal with customers in a variety of situations
- Understanding of the mission of KUNC and The Colorado Sound and an ability to articulate that mission to donors and the general public

Physical Demands and Work Environment:

- The ability to remain in a stationary position frequently.
- The ability to occasionally move about inside the office to access office machinery, co-workers’ offices, etc.
- The ability to frequently operate a computer and other office productivity machinery such as a laptop, office printer, telephones, etc.
- The ability to frequently communicate with clients and co-workers, via telephone, email and other means of communication as required.
- The work environment is primarily in an office area with moderate noise levels and moderate requirements for physical exertion, mostly lifting of personal computers, promotional items, etc. Occasionally requires/asks employee to travel to and from professional development conferences and meetings with potential & current members and co-workers.

This job description is not designed to contain a comprehensive listing of activities, duties or responsibilities that are required of the employee.

Reasonable accommodations will be made to enable qualified individuals with disabilities to perform the essential functions.

We offer competitive salaries and generous benefits including health & dental care, life & short-term disability insurance, 403b retirement, and more. KUNC is an equal opportunity employer and encourages diversity in the workplace.

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SELECTION PROCESS: Application deadline is **11:59 p.m. MT on 02/14/2021.**

You will receive an email acknowledgment when you have successfully applied. Your completed application will be forwarded to the hiring team. You will be notified if you are selected for further testing or interviews via email.

Please keep your contact information up-to-date.

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