

# Membership & Outreach Coordinator

**Delmarva Public Media**

## Salary

**\$45,000 annually**

## Schedule & Location

- **Full-time preferred**
- **Part-time candidates will be considered**
- **In-person position based at Delmarva Public Media, Salisbury University East Campus**

## Position Summary

In collaboration with the Membership and Marketing Manager, the Membership & Outreach Coordinator coordinates and supports membership operations, donor services, outreach initiatives, and administrative functions that advance revenue generation, membership growth, and community engagement for Delmarva Public Media.

This position is responsible for accurate donation processing, donor stewardship, donor database management, reporting, membership communications, and assisting with station visibility through events and community partnerships.

## Key Responsibilities

### Membership & Donor Services

- Process all incoming donations accurately and in a timely manner, including online gifts, mailed contributions, recurring donations, matching gifts, and special campaigns.
- Maintain accurate donor records within the CRM/database (DonorPerfect and Advance), including contact information, gift history, notes, acknowledgments, and communication preferences.
- Prepare deposits, reconciliations, revenue tracking, and other membership reports.
- Generate reports related to donor activity, renewals, retention, acquisition, and campaign performance.
- Coordinate donor stewardship efforts including thank-you letters, tax receipts, renewal notices, installment reminders, premium fulfillment, and other donor communications.

### Fundraising & Membership Campaigns

- Support membership drives through administrative preparation, gift entry, volunteer coordination, phone room logistics, fulfillment, and post-drive reporting.
- Assist with direct mail, email, newsletter, and digital fundraising campaigns through list management, data pulls, tracking, and fulfillment.
- Manage membership premiums, thank-you gifts, and related inventory.

## Outreach & Community Engagement

- Coordinate and represent Delmarva Public Media at community events, festivals, and outreach opportunities through tabling, audience engagement, and brand promotion.
- Coordinate Delmarva Public Media events and speaking engagements including a “speaker’s bureau” and music events at the station or other venues.

## Customer Service & Operations

- Provide excellent customer service by responding to donor and listener inquiries.
- Recommend improvements to workflows, database processes, donor journeys, and operational efficiency.
- Support additional membership, marketing, and outreach efforts as assigned by the Membership and Marketing Manager.

## Minimum Qualifications

- Education: Bachelor’s degree from an accredited college or university.
- Experience: One (1) to three (3) years of experience in communications, financial administrative tasks, customer relations and/or relationship management platforms.
- Proficiency with a variety of systems and tools including CRM’s, Microsoft Office and email marketing platforms (e.g., Constant Contact)
- Strong communication and relationship-building skills

**Send your resume, cover letter and references to Chelsea Boog, Delmarva Public Media Membership & Marketing Manager**

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