

Job Description

Development Associate - Member Services

Northern Community Radio

08.14.2023

Job Title: Development Associate - Member Services

Reports To: Development Director

FLSA Designation: Non-Exempt

Location: KAXE – Grand Rapids, KBXE – Bemidji

Compensation: Salaried

Wage Range: \$40,000-46,000

Job Summary: The Development Associate – Member Services, under the supervision of the Development Director, will help KAXE/KBXE grow its membership by servicing its members and listeners. This position will have a strong focus on relationship building, database organization, as well as community outreach.

Essential Functions:

- Responsible for all member transactions, including pledges and premiums
- Develop and maintain sound fiscal procedures for all membership-related accounts and payments. This includes receiving member payments by cash, check, credit card, automatic transfer, or other methods
- Maintaining up-to-date member accounts and sending renewals
- Assist in developing digital methods of renewal and general member outreach
- Optimize on-air fundraising and membership drives as part of the staff teaming, including developing signage, pledge levels, tracking systems, member premiums and case statements
- Maintain accurate files for all members that are current, organized, and accessible to other station staff
- Maintain cash receipt journal
- Make bank deposits in timely fashion- at least twice each week
- Work with staff to identify and cultivate mid-level and major giving candidates and assist in developing various giving strategies
- Use membership information to help staff develop effective marketing strategies
- Assist in design and publishing of e-newsletters, flyers, annual reports, and other member communications
- Understand the bookkeeping job and the organization's financial reports and accounts payable practices sufficiently to provide backup support for the business manager. Keep the business manager up to date on member services practices to provide backup
- Prepare membership reports for the CEO/General Manager and Director of Business Services as directed
- Support the activities of other staff that help achieve overall success for KAXE

Knowledge/Skills/Abilities

- Familiarity with KAXE's radio programs
- Enthusiasm for KAXE's mission
- Excellent organizational skills, including ability to prioritize work and function in an active work environment
- Proficiency with standard office productivity software such as Microsoft Office, Google Suite, or willingness to learn
- Computer knowledge, including word processing, document design, data entry, database management
- Ability to work as part of a team to implement organizational activities and ensure the success of the organization
- Excellent interpersonal skills
- Ability to adhere to timelines and pay attention to detail, especially in managing membership accounts and services
- Ability to learn appropriate new technology and practices related to job duties, including willingness to update skills
- Knowledge of sound fiscal procedures and ability to implement them accurately
- Prior sales and/or fundraising experience a plus
- Ability to work both independently and collaboratively with other team members
- Maintain a commitment to diversity, racial equity, and inclusion through continuous development, modeling inclusive behaviors, and proactively managing bias

Additional Responsibilities:

- Perform other job-related duties as assigned
- Work to ensure the success of the organization
- Participate in other station activities, including but not limited to station events and fundraising activities which may require working occasional weekends or evenings, or otherwise adjusting work hours to accommodate the needs of the job