



Public Broadcasting Atlanta (PBA) is a non-profit organization formally called *Atlanta Educational Telecommunications Collaborative, Inc. (AETC)*. As a broadcast service PBA is comprised of WABE90.1FM, WPBA-TV30 and the digital service Atlanta Plant. For more information on the broadcast service, programming and opportunities, please visit www.wabe.org.

Director of Membership Operations

Summary:

This is a leadership position that creates the strategy and implementation of PBA's donor services. The position supervises and oversees the daily responsibility of the donor relations team that prepares and maintains computer-based information related to fund-raising and donor activities of Public Broadcasting Atlanta. This role is also key in the development, strategy and implementation of donor acquisition through PBA's various fundraising activities such as telemarketing, direct mail, etc. The Director of Membership Operations will be responsible for overseeing daily membership operations and reports directly to the VP of Individual Giving.

ACCOUNTABILITIES:

- Supervises the work of Donor Relations team.
- Oversees the processes and updates for membership records, membership check requests, premium orders, lockbox, charge card services and other financial services.
- Supervises customer service, ensuring prompt, accurate and professional response to member inquiries.
- Supervises the sorting and processing of membership mail on a daily basis.
- Responsible for uploading/downloading data sources for the membership department.
- Liaison between Blackbaud/Raisers Edge, matching gift providers, all vendors working with Membership Services and all organizations that provide financial services in support of PBA's donor/membership revenue.
- Ensures that Donor Relations team provides effective customer service for PBA donors by utilizing excellent, in-depth knowledge of all premiums and programs as well as team members within the customer service department
- Oversees placement of orders and tracks premiums for pledge drives.
- Develops sustainer strategy and executes plan implementation.
- Supports fundraising activities through the execution of telemarketing, direct mail campaigns, etc.
- Data analysis and reporting in support of fundraising and other organizational activities.
- Strategic development of Blackbaud/Raisers edge and related system functionality to maximize fundraising efforts.
- Cooperation and collaboration between departments (Marketing, Digital & Social Media, Finance, etc.) to meet organizational goals.



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- Oversees and implements documentation of all Donor Relations processes, plans and practices.
- Oversee Passport functionality within system operations.
- Perform other duties as assigned.

Competencies:

Presentation Skills	Organization Skills	Problem Solving
Customer Focus	Team Work Orientation	Interpersonal Skills

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Individuals may need to sit or stand as needed. May require walking primarily on a level surface for periodic periods throughout the day. Reaching above shoulder heights, below the waist or lifting as required (up to 5 lbs.), filing documents or store materials throughout the workday. Proper lifting techniques required.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

For the most part ambient room temperatures, lighting and traditional office equipment as found in a typical office environment.

Please send resume, cover letter to:

*Public Broadcasting Atlanta
 Attention: Human Resources
 740 Bismark Rd. NE
 Atlanta, GA 30324
 Fax: 678-553-3026
 E-mail: jobs@pba.org
 Online: www.wabe.org
 EOE*



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