



Membership Coordinator

DEFINITION: The Membership Coordinator (MC), oversees, and supports donors and donor-related programs at KPFA. The MC builds advocates for the station by engaging the donor base, curating the donation experience, soliciting feedback, and creating mutually beneficial relationships. The MC is responsible for the fulfillment of fund drive thank-you gifts, serving as a first point of contact for donor needs, questions and concerns as well as coordinating and training the temporary fund drive team during on-air fundraisers. The MC oversees the database and integrity of donor accounts and information. The MC must be able to manage multiple projects simultaneously, meet deadlines and be highly detail oriented.

This position requires a self-starter who can work both collaboratively and independently and possesses strong interpersonal and time-management skills. Building constructive and effective relationships with the development team, administration, operation and programming staff will be integral to success in this role.

The successful candidate will have a strong commitment to and passion for KPFA's mission, vision and values. The Membership Coordinator reports to the Donor Relations Manager and the Fund Drive Manager and is based in Berkeley, CA and occasionally remote.

DUTIES & RESPONSIBILITIES:

Donor Relations

- Ensures constant communication with and is the main contact person for donor inquiries, questions, information requests, and complaints regarding donations and premiums.
- Processes and completes mail and online donations, and manages/maintains the donor database to ensure the accuracy and completeness of donor information.
- Operate donor billing, including invoice preparation and delivery.

Fund Drives

- Works with the Fund Drive Manager to plan and build the infrastructure to execute successful pledge drives.
- Sources and secures fund drive premiums; manufactures in-house premiums; and provides logistical resources and direction to hosts and producers during fund drives.
- Interview or participate in the hiring process, train and schedule temporary fund drive staff for each drive, and oversee the volunteer phone room.

- Provides direction to an outside call center and supervises Off-Air Coordinators and volunteer phone room to ensure a positive donor experience and accurate data collection.
- Manages shipping, receiving and inventory logistics for premiums post-drive; Manages KPFA inventory and fulfills requests for staff and off-site KPFA events.

Business Office

- Provides reports to and works with the Business Office (BO) to reconcile the database to the bank deposits and to the accounting books.
- Submits check requests, vendor invoices and/or backup documentation for payment, as well as reports end-of-fiscal-year premium inventory (count and cost) to the (BO).

QUALIFICATIONS & REQUIREMENTS

- Working knowledge of a CRM system or donor database. Commitment to donor-centered fundraising and the stewardship of existing donors.
- Professional, positive, and approachable attitude, able to handle shifting priorities, multiple projects, and a high volume of requests in a calm manner.
- Contributes to the creation of a diverse, equitable and inclusive work culture that encourages and celebrates differences.
- Experience using effective interpersonal skills, listening, diplomacy, and tact to build strong relationships with stakeholders, constituents, and all levels of staff.
- Excellent writing, spelling, grammar, proofreading, and formatting skills as well as strong verbal communication and customer service skills.
- Strong organizational skills, excellent attention to detail and ability to work and problem-solve autonomously.
- Proficiency in Microsoft Word and Excel required.
- Regular and reliable attendance is required.

POSITION, PAY AND BENEFITS:

- Union, non-exempt regular position
- Schedule: Weekdays (Monday-Friday) at 30+ hours per week
- Currently: \$27.01 / hr + 0.5% annual seniority increase
- Vacation & Sick pay after 90 days
- Holiday pay
- Company paid health benefits after 90 days
- Company matched (up to 4%) 403B
- 2% company-funded pension after eligibility.

To apply, send a resume and cover letter to jobs@kpfa.org by 12 noon on Thursday March 14th.

KPFA is an equal opportunity employer and will not tolerate discrimination in employment on the basis of race, color, age, sex, sexual orientation, gender identity or expression, religion, disability, ethnicity, national origin, marital status, protected veteran status, genetic information, or any other legally protected classification or status.

About KPFA: Founded by pacifist, poet, and journalist Lewis Hill, KPFA began broadcasting on April 15th, 1949 as the first listener-supported non-commercial radio station in the United States. We are community-powered and solely supported by listener donations and like-minded foundations. Our coverage area reaches one-third of the state, in Northern and Central California, and we broadcast on 94.1FM KPFA and 89.3FM KPFB in Berkeley, 88.1FM KFCF in Fresno, 97.5FM K248BR in Santa Cruz, 94.3FM K232FZ in Monterey, and online at kpfa.org.

We create and curate a unique mix of local, original, and eclectic music; public affairs; culture; and news programs. We investigate the contemporary intersections of class, race, and the distribution of wealth, along with their effects on the people within our coverage area. Over the years, we have facilitated discussions about historical moments of political impasse, racial tensions, and economic inequality. The majority of our hosts and producers are volunteers who donate their time and energy to create content.

The Pacifica Foundation/KPFA is an American non-profit organization that owns five independently operated, non-commercial, listener-supported radio stations known for their progressive/liberal political orientation.

KPFA's Mission: Our mission is to deliver impactful coverage of current events through original reporting and programming, amplifying historically excluded voices. We also present music that entertains, educates, and/or inspires the listener. As an independent radio station, we prioritize accountability and transparency to our supporting public, offering insightful context on ongoing events. We achieve this by conducting interviews, offering analyses, and presenting music to shed light on social conditions. We aim to provide thought-provoking content that addresses a range of complex issues affecting our community of listeners.

Organization Values: **Collaboration:** Work with individuals or teams to create engaging content; **Trust:** Believe in the character, strength, or truth of individuals and the organization; **Inclusion:** Provide equal access to opportunities and resources; **Accountability, Responsibility, and Ownership:** Explain, justify, and take responsibility for one's actions.

Organizational Practice: To collaborate, build trust, and foster inclusivity, our organizational practice involves dedicating 80 percent of our time to clear planning, communication of needs and requests, adherence to agreed tasks and deadlines, and assuming accountability, responsibility, and ownership for our actions and their impact on colleagues. Effective communication is vital; all ideas or proposals must be discussed in person or through virtual meetings with all involved. After each meeting, a document outlining action items for everyone's reference must be provided.

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