



PBS North/The North 103.3FM is seeking a Donor Relations Associate to join our creative and mission-driven public media team. The Donor Relations Associate is an essential member of the Annual Giving team and cultivates relationships with annual donors of PBS North and The North 103.3FM through customer service and fundraising support. This role's main responsibility is to assist with donor acknowledgement and engagement activities for our annual giving program.

You are the ideal candidate for this position if you are looking for a role that will serve our Northland community, have prior customer service experience, and are interested in a career that will give you opportunities to grow as a non-profit development professional. Our Donor Relations Associate must have effective communication skills and an enthusiasm for public broadcasting. Candidates must be able and willing to work a flexible schedule to accommodate evening and weekend fundraising events.

**Pay Range:** \$18-\$20/hour

**Duties and Responsibilities:**

**Fundraising Support:**

- Distribute incoming mail and process check donations daily
- Coordinate ongoing and special in-house donor mailings including the printing, assembly, posting, and mailing of acknowledgements and renewals
- Provide support for on-air TV and radio fundraisers by providing the following services:
  - Maintain inventory of in-house thank you gifts
  - Order and fulfill in-house thank you gifts year-round and during on-air fundraisers
  - Keep donors apprised of backorders and delays in thank you gift shipments
  - Process orders for locally produced programs
  - Address donor questions and concerns
  - Coordinate volunteers in collaboration with the Annual Giving Manager
- Assist annual giving manager with deployment of digital fundraising campaigns including monthly e-renewal series

**Donor Relations:**

- Serve as primary customer service contact for visitors and donors providing excellent customer service via phone, email, mail, and in person contact to ensure the accurate and prompt resolution of incoming station communications
- Maintain accurate detailed records of donor activities within the fundraising CRM
- Coordinate volunteers in collaboration with the Annual Giving Manager to assist with donor engagement events and other stewardship activities.
- Assist Annual Giving Manager with coordination of cultivation events and donor touchpoints.
- Coordinate engagement and stewardship activities for the PBS North Kids Club

- Maintain proficient knowledge of PBS North's history, programs, strategic plan, and financial needs.

**Additional Responsibilities:**

- Serves as primary backup for the Donor Services Specialist.
- Assists with digital donation processing as needed.
- Provides general office support and organization including ordering of supplies.
- Other related duties as assigned

**Education and Experience Requirements**

- Minimum of associate degree or 2 years equivalent related work experience
- 1+ year of customer service experience

**Preferred Qualifications**

- 2+ years of customer service experience
- Fundraising or volunteer coordination experience
- Data-entry experience

**Required Skills and Abilities**

- Uphold and promote PBS North and The North 103.3FM's Vision and Mission.
- Computer skills including familiarity with Microsoft Office products (Word and Excel) and ability to conduct efficient and accurate data entry in CRM/fundraising database
- Familiarity with office equipment and ability to use office equipment, postage meters, and copiers/fax machines
- Must be able to perform basic math calculations including addition, subtraction, and division of annual payments into monthly installment amounts
- Excellent customer service skills including knowledge of telephone and email etiquette
- Able to complete tasks promptly and independently
- Demonstrates ongoing willingness to learn and an ability to engage others in mission of organization
- Able to participate in a collaborative and inclusive team environment.

**Other Requirements**

- Able to occasionally lift and carry up to 25 lbs.
- Available to work flexible schedule including occasional early mornings, evenings, and weekends