

Vegas PBS – Donor Relations Specialist

Position Details

Class Code: 4812

Job Family: Broadcast/Communications

Classification: Support Professional

Terms of Employment: [Pay Grade 48 on the Support Professional Salary Schedule](#)

FLSA STATUS: NON-EXEMPT

Position Summary

Under supervision of the Membership Manager, this position requires substantial independent judgement in providing support to member services including, but is not limited: complex clerical duties, member and donor contact, and member events, handling all aspects of premiums and ticket orders, data entry, research, running reports, processing refunds, analyzing data, and office duties requiring general knowledge of basic office systems and procedures.

Essential Duties and Responsibilities

The list of Essential Duties and Responsibilities is not exhaustive and may be supplemented.

1. Uses computer and membership software programs including Microsoft Office Suite (i.e., Word, Excel, Outlook), fundraising software (i.e. Allegiance, Salesforce, etc.), and credit card processing systems (i.e. Worldpay, etc.) to obtain and enter membership donor data, perform other financial functions, and run reports.
2. Orders, processes, receives, and ships premium merchandise. Maintains and updates premium inventory and analyzes reports to ensure that all merchandise has been ordered and processed properly. Institutes and follows inventory control measures.

3. May compose, type, and proofread a variety of documents, reports, and forms (i.e., correspondence, memoranda, tables, orders, or other information related to the operation of the assigned functional area) from rough draft, as directed.
4. Researches and compiles information, verifies accuracy, and maintains data for various departmental reports and databases.
5. Data management of correspondence, bulletins, reports, records, materials, and other documents, according to appropriate departmental guidelines; may retrieve files and produce reports, as requested.
6. Generates, collects, organizes, and maintains data in fundraising database and composes/compiles departmental reports, as requested.
7. Answers telephone inquiries from members, prospective donors, employees, viewers, and the public concerning membership and departmental activities and operations; reviews account data and provides appropriate response to requests and concerns.
8. Assists with the resolution of minor routine administrative and operational problems.
9. May photocopy, sort, staple, and/or distribute documents, as requested.
10. May type labels, envelopes, and/or routine forms; may open, sort, date stamp, and distribute incoming/outgoing correspondence.
11. Maintains and updates computer system database to compile, store, and/or retrieve information to prepare various reports.
12. Performs mail merges and prints letters and envelopes for mass mailings, as directed.
13. Under general direction organizes mailings, conducts various calls (such as with donors, members, viewers, vendors, volunteers, etc.), and other departmental projects for completion.
14. Plans, organizes, and sets priorities on work.
15. Interprets, explains, and applies written and oral instructions, procedures, and regulations.
16. Conforms to safety standards, as prescribed.
17. Performs other tasks related to the position, as assigned.

Distinguishing Characteristics

Provides and performs an array of precision-oriented administrative support functions, involving clerical duties requiring attention to detail and accuracy, and requiring a strong working knowledge of basic office systems and procedures. Exhibits a consistently congenial attitude with effective communication skills required for heavy call volume and

frequent interaction with visitors and the public.

Knowledge, Skills, and Abilities (Position Expectations)

1. Must embrace, actively support, and develop the corporate culture of teamwork, diversity and inclusion, integrity, excellence and service.
2. Knowledge of basic record keeping/accounting practices; ability to perform routine mathematical computations.
3. Knowledge of basic Clark County School District and Vegas PBS work policies and guidelines; knowledge of departmental practices and procedures.
4. Knowledge of and ability to operate basic office equipment (i.e., computer terminals, printers, copy machines, telephone systems, fax machines, etc.).
5. Ability to understand, explain, and apply written and oral instructions, practices, and procedures.
6. Ability to clearly communicate information, verbally and in writing; knowledge of business English and spelling.
7. Ability to type.
8. Ability to prepare routine documents and compose business letters and memoranda.
9. Ability to perform routing typing and basic computer operations (i.e., data entry, word processing, records retrieval, mail merge, etc.).
10. Ability to access, operate, and maintain various software applications; ability to read, update, and maintain various records and files; and ability to learn job-specific computer software applications (Microsoft Word, Excel, PowerPoint, Salesforce, Sendgrid, Fileshare, file transfer protocol (FTP) sites, Constant Contact, etc.).
11. May require the ability to operate specialized communications or office equipment as specified by the assigned work area.
12. Ability to establish and maintain effective working relationships with Vegas PBS and District employees, students, parents/guardians, and the public.
13. Ability to work without direct supervision to carry out assignments to completion; ability to meet predetermined deadlines.
14. Ability to work well under pressure especially during fundraising campaigns.
15. Possess multitasking and problem-solving skills in order to resolve member issues effectively.
16. Ability to effectively manage heavy call volumes.

17. Ability to perform duties with a professional and cooperative work ethic; ability to maintain confidentiality.
 18. Ability to work flexible hours or shifts as necessary for the efficient operation of the department.
 19. Ability to do editorial checking for spelling, punctuation, and grammar.
 20. Ability to recognize and report hazards and to apply safe work methods.
 21. Possess an outstanding customer relations attitude to ensure excellent customer service at all times.
 22. Possess physical and mental stamina commensurate with the responsibilities of the position.
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Position Requirements

Education, Training, and Experience

1. High school graduation or other equivalent (i.e., General Education Development (GED), foreign equivalency, etc.).
2. Two (2) years clerical experience; or, Official high school, college, or university transcript from an accredited college or university indicating coursework taken in each of the following areas: Computer Education (i.e., Keyboarding, Computer Applications, Office Technology, Word Processing, or equivalent); English (i.e., English III, English IV, English Composition, English Literature, World Literature, or equivalent); Mathematics (i.e., Algebra, Geometry, Trigonometry); and one (1) or more course(s) in any business-related subject (i.e., Accounting, Finance, General Business, Business Law, etc.). Qualified candidates must have achieved a grade of B or better in each course.

Licenses and Certifications

None specified.

Preferred Qualifications

1. Six (6) months relevant work experience (i.e., donor relations, fundraising, non-profit, special events, travel planner, etc.).
 2. Exceptional organizational skills; accuracy and attention to details.
 3. Demonstrates excellent customer service skills on the telephone and in person.
 4. Strong math skills.
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Document(s) Required at Time of Application

1. High school transcript or other equivalent (i.e., GED, foreign equivalency, etc.).
 2. College transcript(s) from an accredited college or university, if applicable.
 3. Specific documented evidence of training and experience to satisfy qualifications.
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Examples of Assigned Work Areas

Vegas PBS, department offices.

Work Environment

Strength

Sedentary/Medium - Exert force to 50 lbs., occasionally; 10-25 lbs., frequently; up to 10 lbs., constantly.

Physical Demand

Frequent sitting, standing, walking, pushing, pulling, stooping, kneeling, crouching, reaching, handling, and repetitive fine motor activities. Hearing and speech to communicate in person, via video conference and computers, or over the telephone. Mobility to work in a typical office setting and use standard office equipment. Stamina to remain seated and to maintain concentration for an extended period of time. Vision: Frequent near acuity, occasional far acuity, and color vision. Vision to read printed materials and online, a Video Display Terminal (VDT) screen, and other monitoring devices.

Environmental Conditions

Climate-controlled office setting with temperatures ranging from mild to moderate cold/heat. Exposure to noise levels ranging from moderate to loud for occasional to frequent time periods.

Hazards

Furniture, office equipment, communicable diseases, chemicals and fumes (as related to specific assignment), and power/hand-operated equipment and machinery (as related to specific assignment).

Examples of Equipment/Supplies Used to Perform Tasks

Various computers, printers, typewriters, copy machines, calculators, fax machines, telephones, filing cabinets/equipment, etc.

AA/EOE Statement

The Clark County School District is proud to be an equal opportunity employer. The Clark County School District is committed to providing all applicants and employees equal employment opportunities without regard to race, color, religion, sex, gender identity or expression, sexual orientation, national origin, genetics, disability, age, military status, or other characteristics protected by applicable law. Here at Clark County School District we are a diverse group of people who honor the differences that drive innovative solutions to meet the needs of our students and employees. We believe that through a culture of inclusivity we have the power to reflect the community we serve.

Job Revision Information

- Revised: 08/03/22
- Created: 01/06/17