



JOB DESCRIPTION

Position Title: Membership Payment Coordinator
Reports to: Membership Manager
Classification: Full-Time, Non-Exempt
Date: June 2019

I. Summary/Objective

This role plays an integral part in maintaining our sustainer membership program. Closely analyzes reports and finds immediate solutions for retaining Sustainers payment methods. Prepares, processes and settles all payments in data entry, provides follow through for delinquent payments, settles all payments discrepancies, and troubleshoots methods for payment.

II. Essential Functions

1. **Charges** - Process daily bank bag charges and daily customer service charges, run monthly credit card charges, follow up on delinquent monthly charges, providing specialized follow-ups to sustainers and major donors. Prepare daily import totals for the business office. Handle all Chargebacks for both countries. Correct account allocations errors, processes all credit card refunds, and processes all cash refunds. Submits all check refund requests.
2. **EFTs** - Prepare for monthly EFTs by checking new accounts against check information, run monthly EFTs.
3. **Matching Gifts** - Manage matching gift module. Processes all matching gifts and related customer service.
4. **Database Coordination** - Settles daily journals, maintain audit records and aging receivables. Generates and delivers monthly and weekly data files: acknowledgements, reminders, benefits, program guides. Coordinate and handle membership card fulfillment for Sustainer and regular donors.
5. **Membership & Development Projects** - Assists in verification, assists with bank bag processing, process fundraising events and capital campaign payments. Process premium brokerage fees.
6. Provide administrative support in membership department, to include filing, office supply maintenance, photocopying, faxing or other routine tasks as needed.
7. Individual tasks may be delegated as needed based on department needs.

III. Required Education and Experience

1. High school graduate or equivalent required, Associates' or Bachelors' degree in Finance or Accounting preferred.
2. Demonstrated experience in payment processing and database management.
3. Proficient computer skills with a fluency in Excel. Strong mathematics with the ability to compare analytical data.
4. Experience handling cash and balancing accounts
5. Must be able to work independently with ability to multi-task, detail-oriented, and well organized
6. Outstanding customer service aptitude with demonstrated verbal and written communications skills.

IV. Position Type/Expected Hours of Work

This is a full-time position. Hours of work are Monday through Friday, 8:30 a.m. to 5:00 p.m., 40 hours per week. Overtime is required on an as needed basis.



V. Travel

No Travel is required for this job.

VI. Physical Demands

This is largely a sedentary role; however, occasional filing or moving of premium merchandise is required. This would require the ability to lift files or boxes, push carts, open filing cabinets and bending or standing on a stool as necessary.

VII. Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

VIII. EEO Statement

WNEB | WBFO is an Equal Opportunity Employer committed to excellence through diversity and inclusion.