



## JOB DESCRIPTION

**Position Title:** Membership Associate  
**Reports to:** Membership Manager  
**Classification:** Full-Time, Non-Exempt  
**Date:** January 2019

### I. Summary/Objective

Prepare daily cash receipts and charge transactions for data entry, enter data into membership database, provide customer service to members via telephone and correspondence, and assist with all administrative aspects of on-air fundraising campaigns. Individual tasks may be delegated as needed based on department needs.

### II. Essential Functions

1. Prepare daily cash receipts. Prepare, balance and reconcile batches for data entry. Enter data in membership database. Modify member records as needed.
2. Provide timely, thorough and courteous customer service (via telephone contact, correspondence and email) to members requesting modification in member records, information about their membership or other inquiries.
3. Share in database management, to include regular functions, file transfer and payment processing via EFT or credit card. Assist with Month Close functions and procedures.
4. Assist with direct fulfillment of thank you gifts. Create records in database and vendor systems.
5. Prior to on-air fundraising campaigns, prepare database system by entering coded information into pre-set formats. During on-air fundraising campaigns, work regular and overtime hours as directed to enter pledge data, verify data and process transactions. Prepare daily pledge drive tally reports.
6. During on-air fundraising campaigns, assist with various tasks, to include preparing and reviewing tally sheets, prepare volunteer phone stations, coordinating supplies, serve as resource for questions regarding membership policies and other administrative tasks as needed.
7. Provide administrative support in membership department, to include filing, office supply maintenance, photocopying, faxing or other routine tasks as needed.

### III. Required Education and Experience

1. High school graduate or equivalent required, with additional computer training preferred
1. Previous experience in an office environment required (not-for-profit experience preferred)
2. Computer skills required, with strong background in data entry
3. Good mathematics and analytical ability
4. Strong verbal and written communications skills
5. Customer service experience preferred
6. Ability to multi-task, detail-oriented

### 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**

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