

Manager of Membership Operations and Reporting

Department: Membership and On-Air Fundraising

Reports to: Vice President of Membership and On-Air Fundraising

This exempt full-time position reports to the Vice President of Membership and On-Air Fundraising and is responsible for purchasing, receiving, order fulfillment, shipping, inventory control and fulfillment of premium products. The position also does pledge reporting internally and to PBS headquarters and is part of the membership team that works on pledge production and special events throughout the year.

MAJOR AREAS OF RESPONSIBILITIES:

20% Purchasing

- Oversee all purchasing activities for membership including vendor relations, price negotiation and new vendor identification.
- Purchase premium products directly from vendors and oversee fulfillment program including identifying and negotiating pricing for new direct fulfillment.
- Manage premium inventory, producing monthly inventory reports

20% Shipping

- Manage a part-time employee who helps with fulfillment and ordering
- Maintain an adequate supply of packaging materials and postage
- Maintain accurate records of completed orders
- Provide timely reporting to Finance and Advancement

20% Reporting

- Pledge Reporting – In-house pledge reporting, including review of all pledges from call center and online.
- Quarterly PBS National Reports

20% Call Center Liaison

- Enter all premium information into all databases including membership, internet and telephone order databases.
- Coordination with Call Center and uploading of all benefit codes and pledge schedules.
- Provide direct telephone/email support to members regarding premiums and customer service including full membership support when needed

20% Web forms/pledge nights/Misc

- Creation of all one-time and sustaining forms for every pledge program for use online.
- Create and publish all one-time and sustaining pbsocial.org landing pages.
- Creation and maintenance of all smart snippets for drop down menus on donation pages to keep current, and manageable.
- Help with Live Pledge nights as needed, including some assistance with producing

- Maintain a safe and productive work environment
- Other duties as assigned

QUALIFICATIONS:

- Experience in purchasing, shipping & receiving and inventory control
- Computer skills, including ordering systems, database experience, Microsoft Outlook, Excel and Word, with an aptitude to learn other computer applications
- Excellent typing skills and thorough attention to detail
- Proven ability to work well with others
- Excellent customer service skills, specifically over the phone and via email
- High school diploma or equivalent
- Ability to stand for long periods of time and routinely lift up to 50 lbs
- Valid California Driver's License, and a good driving record
- Must be available to work some nights and weekends

Please submit resumes with salary requirements to hr@pbssocal.org.