WPBS Foundation Membership Coordinator

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Type: Full-Time
Salary: $44,310 - $49,849 per year
Posted: 5 days ago
Application Due: Open Until Filled
Category: Development and Fundraising; +1 Broadcasting, Radio, and Television

Position Summary
Full-time position responsible for coordinating the Wyoming PBS membership program and providing support for foundation campaigns and events. Requires flexibility for extra hours during campaigns.

Examples of Duties
Essential Duties and Responsibilities

1. Membership Database: Oversee CDP Membership Service Bureau's management of the membership database; review and approve member communications; work with CDP to generate lists and reports for campaigns, events, and analysis.
2. Member Communications: Manage email campaigns, newsletters, and targeted messaging through Iterable platform; ensure timely acknowledgment of contributions; maintain regular communication about programming, benefits, and opportunities.
3. Member Services: Respond to member inquiries via phone and email; assist with Passport accounts and livestream access; identify and communicate to Executive Director any donors showing increased engagement or giving capacity.
4. Data Management: Enter all membership income into CRM; contact members with declined or suspended payments; maintain accurate database following data security practices.
5. Campaign Support: Create pledge premium lists with program schedules, costs, and ordering information; coordinate premium ordering, fulfillment, and mailing; provide operational support for WyoGives annual campaign; support campaign operations including extended hours when needed.

6. Event Support: Provide logistical coordination for foundation and station events; assist with setup, check-in, promotional materials, RSVPs, and follow-up communications.
7. Professional Development: Attend training on membership development, sustainers, Passport, livestream, and campaign best practices.

Perform other duties as assigned.

Typical Qualifications

Minimum Qualifications

Education:

High school diploma or equivalent.

Experience:

Three years in membership coordination, customer service, fundraising, or donor relations.

License:

Valid driver's license preferred.

Equivalency:

Equivalent combinations of education and experience considered.

Desired Qualifications

- Bachelor's degree in Communications, Marketing, Business Administration, or related field
- Four+ years experience in membership coordination, customer service, or fundraising
- Experience with email marketing platforms (Iterable, Mailchimp, Constant Contact)
- Knowledge of public television programming and services
- Experience with fundraising campaigns and event coordination

Knowledge, Skills, and Abilities

- Technical Skills: Proficiency with Excel, Google Workspace, Iterable, CRM systems; ability to learn new platforms; comfort with AI tools a plus.
- Communication: Excellent written and verbal communication; strong interpersonal and organizational skills.
- Customer Service: Strong service orientation with attention to detail in recognizing member engagement patterns.
- Project Management: Ability to manage multiple projects simultaneously; work independently and collaboratively; meet deadlines.
- Flexibility: Ability to work extended evening/weekend hours for campaigns and events.

Supervision

Reports directly to Executive Director of Wyoming PBS Foundation.

Working Environment

Primarily office-based with occasional local event travel. Evening and weekend work required for campaigns and events. Remote work may be considered based on operational needs.

Physical Requirements

Standard office activities including sitting, standing, light lifting. Regular computer use, phone communication, and ability to operate motor vehicle. Reasonable accommodation will be extended to qualified individuals with disabilities.

CWC is an Equal Opportunity Educator and Employer. We are committed to a multicultural environment and strongly encourage applications from women, minorities, veterans, and persons with disabilities.

If you have a disability and would like to request an accommodation to apply for a position, please call 307-855-2112 or email cwchr@CWC.edu.
CWC is an EOE/DFWP.

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