

POSITION GUIDE

Job Location:

WMHT

4 Global View

Troy, NY 12180

Title: Customer Service Coordinator

Department: Development

Hours: M-F

Type: Full-Time, Non Exempt

Reports To: Membership Manager

Customer Service Coordinator Job Description:

WMHT is changing the way we do membership fundraising. We are partnering with a well-respected, public media-industry member service bureau (MSB), to grow WMHT's membership and mid-level activities for donors giving \$1 - \$999, including direct mail, telemarketing, e-marketing programs and operational activities. We are seeking an energetic, detail-oriented person to be our lead customer service representative, fielding questions and comments from WMHT viewers, listeners, and donors, and to provide database/CRM operational support for the WMHT Membership Department. This position reports directly to the WMHT Membership Manager, and will work directly with members of the viewing and listening public, WMHT Staff, outside partners, and others.

The successful candidate will have customer service experience, excellent interpersonal skills, organizational skills, proficiency with MS Word and MS Excel, and a willingness to become proficient on WMHT's new database/CRM, NGO Connect.

Specific Duties:

- Manage all member and audience concerns, questions, and comments (via mail, e-mail, and telephone) and provide responses in a timely manner
- Utilize the NGO Connect database/CRM to execute accurate donor record updates, adjustments and corrections in order to proactively resolve issues and provide exemplary customer service.
- Responsible for being familiar with WMHT's television and radio programming schedules in order to support and assist with donor and audience services contacts as needed, including checking the online schedules for accuracy and sending corrections to program listing services as needed.
- Communicate to donors the status of their thank you gifts
- Process membership gifts sent to the station and make necessary records in the NGO Connect database/CRM
- Execute acknowledgement activities as necessary
- Assist with campaign creation
- Submit cases via NGO Connect database for technical and operational issues
- Coordinate the WMHT Matching Gift Program
- Liaison with the WMHT Major Gifts area on operational issues
- Other duties as assigned

To apply, please email a cover letter and resume to ybelden@wmht.org or mail to:

Valerie Belden

WMHT

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WMHT Educational Telecommunications is an Equal Opportunity Employer M/F. Qualified veterans, women, minorities, and persons with disabilities are encouraged to apply.