



JOB DESCRIPTION

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

I. Summary/Objective

SDPB, a statewide, joint radio and television network seeks an organized and goal-focused individual to serve as its database manager. Join our growing and dynamic statewide team based in Sioux Falls, SD, consistently voted one of the top 10 small cities to work and live in by Forbes Magazine. With new, street level studios in both the Black Hills and Sioux Falls, we continue to broaden our appeal and exposure to our members and to grow our base. You will have the opportunity to help us re-create a legacy network with our eye on the future. Come learn, dream and grow with us, we can't wait to welcome you!

The Friends of SDPB Membership Data Manager plays an integral role in the SDPB Membership Department. The position first and foremost is responsible for the integrity of the membership database. The Data Manager will work with an external gift processor to prepare, process and settle all payments in data entry, provides follow through for delinquent payments, settles payment discrepancies, and troubleshoots methods for payment. The Data Manager is key to maintaining a vibrant sustainer program, as well as closely analyzing reports and finds immediate solutions for retaining Sustainers payment methods. All tasks to be done promptly following best practices and meeting department deadlines. Individual tasks may be delegated as needed based on department needs.

II. Essential Functions

1. **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.
2. **Charges** - Process daily bank bag charges and daily customer service charges, run monthly credit card charges, providing specialized follow-ups to sustainers and major donors. Prepare daily import totals for the business office. Handle all Chargebacks. Correct account allocations errors, processes all credit card refunds, and processes all cash refunds. Submits all check refund requests.
3. **EFTs** - Prepare for monthly EFTs by checking new accounts against check information, run monthly EFTs.
4. **Matching Gifts** - Manage matching gift module. Processes all matching gifts and related customer service.
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 infrequent administrative support in membership department when called upon.

III. Required Education and Experience

1. College degree, preferably in computer science or information systems is preferred.
2. Previous experience in an office environment required (not-for-profit experience preferred)



3. Computer skills required with a fluency in Excel and a strong background in payment processing and database management.
4. Experience in comparing analytical data
5. Strong mathematics
6. Experience handling cash and balancing accounts
7. Must be able to work autonomously
8. Strong verbal and written communications skills
9. Customer service experience preferred
10. Ability to multi-task, detail-oriented, well organized

IV. Position Type/Expected Hours of Work

This is a full-time, exempt position. Hours of work are Monday through Friday, 8:00 a.m. to 5:00 p.m., 40 hours per week.

V. Travel

Very minimal 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

Friends of South Dakota Public Broadcasting is an Equal Opportunity Employer committed to excellence through diversity and inclusion.