

**WTCI, The Greater Chattanooga Public Television Corporation, is currently seeking to fill the position of
Manager of Donor Services**

Please submit resume and cover letter to:

**WTCI
Human Resources
7540 Bonnyshire Drive
Chattanooga, TN 37416
jobs@wtciTV.org**

At WTCI PBS, we believe that every family in the Tennessee Valley deserves great media – so for the past 50 years, we’ve strived to provide people of every age and interest with a classroom, a passport, and a stage for the arts. And now you have an opportunity to join our team! WTCI PBS is hiring a Manager of Donor Services, an individual who under the supervision of the Director of Development can communicate the value of WTCI PBS to donors, foundations, and corporate partners in the Tennessee Valley.

Summary: Under the supervision of the Director of Development and technical assistance from the assistant development manager, the donor services manager will assist in growing, maintaining, and servicing the donor base of WTCI. This position will manage the donor database and communicate with donors. The Manager of Donor Services will be responsible for providing data reports and reconciling with the business office as needed. This position is responsible for implementing the strategies developed to stay connected to the member/donor. This position is key to the Development Department and will assist with developing and maintaining positive relationships with all donors; providing support services to the Development team, and assisting with special events.

Upkeep of Customer Management System (Allegiance)

- Daily entry of payment into the system
- Manage the address and payment information
- Create donor-giving reports
- Work closely with the business office in CRM reconciliation
- Initiate outreach systems based on CRM-defined data (Renewals, lapsed, declined banking info)
- Import new emails into Constant Contact

Donor Correspondence and Support

- Handle all member/donor correspondence promptly; respond to concerns and note them in the member /donor records accordingly.
- Work to ensure effective and long-term problem resolution.
- Provide effective customer service and assist members/donors with making gifts, updating payment information, and answering questions about PBS and WTCI.
- Ensures timely distribution of thank-you gifts and implementation of all benefits.

- Contact members/donors regarding declined and expired credit cards and EFT returns for resolution
- Serve as the primary contact person for sustaining members.
- Coordinates weekly thank you letters to donors with the Director of Development and President.

Pledge Campaigns (with assistance from the assistant director of Development)

- Manage call center contact, including uploading of premiums.
- Set up a database with programs, premiums, and pledge breaks
- Set up pledge premiums, detailed inventory items, and uploaded graphics.
- Update online forms to include source codes for tracking pledges and sustaining gifts
- Provide business office call-in pledge payment information at the end of each night of live pledge
- Report campaign performance internally and to CDP

Development Support and Other Roles

- Execute the renewal and acquisition of members and ensure that messaging is consistently integrated through all mediums: on-air, direct mail, and online, consistent with communications/marketing messaging to the community.
- Make recommendations to improve the sustaining donor program
- Provide support to the Development team
- Support planning, promotion, and execution of fundraising events.
- Work closely with fellow development team members to ensure the success of the department's overall goals, long-term growth, and donor retention.
- Attend and participate in staff meetings and other meetings as directed.
- Represent WTCL at station events as needed.
- Other duties as assigned.

Qualifications and experience:

- Preferred four-year college degree with at least two years of sales, customer service, communication, or fundraising experience
- Excellent customer service skills
- Database management experience.
- Highly organized self-starter with strong time management skills and excellent attention to detail.
- Ability to take direction as well as be an enthusiastic team player.
- Excellent interpersonal skills; must be comfortable interacting with constituents in person and on the phone.
- Self-starter with strong analytical and problem-solving skills.
- Ability to manage multiple projects at once and meet deadlines as required.
- Strong working knowledge of Microsoft Office.
- Excellent communication skills, both written and verbal.
- Ability and willingness to work occasional evenings and weekends, with some long days required during peak fundraising times.
- Strong judgment, sense of ethics, integrity, and accountability.
- Passion for and knowledge of public media and its mission.
- Ability and willingness to work occasional evenings and weekends, with some long days required during peak fundraising times.

This position is a full-time exempt position.
Salary \$50,000

Benefits:

- 401(k)
- Dental/Health/Vision/Life Insurance
- Paid time off

All interested candidates must submit a resume and cover letter for consideration including salary range requirements.

WTCI is an Equal Employment Opportunity Employer