Position: Membership Operations Specialist  
Reports To: Membership Data Manager  
FLSA Status: Non-Exempt  
Department: Membership

Summary:  
An integral technical position on the Membership team which supports fundraising and engagement initiatives for Colorado Public Radio, KRCC and Denverite. Configures, deploys and refines Salesforce-integrated tools, supporting the organization through digital form creation (related to direct and indirect giving, mobile giving, events, call center solutions, recapture and contests), campaign management, premium fulfillment, and management of NPR digital and social platforms, and member community portal.

Essential Duties and Responsibilities:

- Report to and collaborate with the Membership Data Manager to build, facilitate and improve all integrated fundraising and engagement tools
- Collaborate with CPR’s Salesforce Administrator, Membership Director and revenue managers to create, refine and implement tools to assure success
- Support the implementation of integrated, multi-channel fundraising, and measure campaign results through reporting and dashboard development
- Serve as point of contact for the organization regarding donation, event, and volunteer online registration forms. Create new online events and fundraising platforms as needed
- Maintenance and quality control of multi-channel fundraising tools
- Initiate, plan and complete integrated tool enhancement projects, and produce and maintain documentation
- Cross-departmental response and collaboration with Technology, Marketing, Digital Platforms and Fundraising Communications
- Effectively take a long-view to analyze current solutions and seek alternatives and back-ups to existing systems
- Effectively manage special projects, while effectively balancing ongoing responsibilities
- Foster a creative and productive work environment
- Other duties as assigned

Core Competencies:

- Change/Adaptability/Flexibility: Adapts to change that benefits CPR, is open to new ideas, takes on new responsibilities, handles pressure, adjusts plans to meet changing needs.
- Communication: Communicates well both verbally and in writing, promptly shares information and ideas with others throughout the organization as appropriate, has active listening skills, can negotiate and persuade as needed.
- Results Focus/Initiative: Targets and achieves results, sets challenging goals, prioritizes tasks, overcomes obstacles, accepts accountability, sets high standards and takes responsibility, provides leadership/motivation.
Collaboration: Working collaboratively with others to solve problems, achieve common goals and positive results. Listens to others and values opinions. Is open with other team members and expresses disagreement constructively. Seeks opportunities to work on teams as a means to develop experience and knowledge.

Education and Experience Requirements:

- Identification with the mission and purpose of Colorado Public Radio
- Salesforce experience, FormAssembly experience preferred
- Bachelor’s Degree
- Email marketing experience
- Advanced abilities working with technology configuration
- HTML and javascript skills preferred, but not required
- Experience identifying key performance indicators necessary to support growth
- Ability to prioritize data requests effectively and efficiently
- Solid analytical and critical thinking skills
- Courteous and patient approach to supporting members and teammates