



Title: Station Relations Coordinator
Department: Development
Reports to: Director of Strategic Fundraising

Background

Classical KING FM 98.1 has been a major player in the arts and cultural communities of the Pacific Northwest since 1948. In 2011, KING FM became a non-profit, listener-supported station. This public radio operating model enables the station to better serve its 300,000 listeners and fulfill our mission to *“actively grow, diversify, and enrich the love of Classical Music in our community by providing a Voice for Classical Music and the Arts.”* KING FM’s operating model depends on philanthropic support from the community.

Position Summary: The position will support membership efforts of the station by focusing on customer service and being responsible for member benefit fulfillments. This position is also responsible for strengthening donor / station relationships.

Functional Responsibilities / Duties:

- Responsible for member benefits and premium fulfillment strategy
- Purchase, maintain inventory and monitor shipment to ensure on-time delivery to donors and alerts customers on shipping flow issues in advance
- Fulfills On-Air sweepstakes and giveaways
- Manages customer service software and systems
- Fields all inbound customer service inquiries and troubleshoot donor / member issues
- Responsible for all out-bound acknowledgments
- Participates as a full-time member of the fund drive team
- Performs other related duties as assigned
- Participates in relevant development group sessions or meeting to stay current on best practices
- Perform all other duties that are consistent with this position as assigned

Qualifications: Bachelor’s degree from an accredited four-year college or university; proficiency in Microsoft Office products; customer service experience; marketing, effective story-telling and social media experience is preferable; fundraising experience is preferred.

Skills:

- Strong interpersonal skills and qualities
- Attentiveness to customers and to detail
- Clear communications skills
- Demonstrates an ability to prioritize and manage time

- Demonstrates a sense of awareness
- Strong problem-solving skills
- Incorporates creativity into work and other deliverables
- Excellent computer skills are required
- Proficiency working with Microsoft Suite
- Self-motivated with ability to use initiative
- Adaptable and flexible
- Proactive with a positive and patient attitude

Send resume, references and cover letter to:

Email: hr@king.org

Mail: Human Resources, Classical 98.1, 10 Harrison St, Suite 100, Seattle WA 98109

Date Posted: September 5, 2019

Closing Date: September 27, 2019

Classical 98.1 is an equal opportunity employer