

## **JOB POSTING #2012 -06**

The closing Date for this Posting is December 23, 2011

Resumes may be e-mailed to: [hresources@dptv.org](mailto:hresources@dptv.org)  
or faxed to Human Resources @ (248) 305-3981

No Telephone Calls, Please

**Position:** Manager, Member Services  
**Department:** Membership  
**Reports to:** Vice President – Individual Giving for DPTV and WRCJ  
**Apply to:** M. Pat Nichols, Director, Human Resources  
**Available:** Immediately

**SUMMARY** The Member Services Manager is responsible for the daily operations of the Member Services department, coordinating the daily imports and exports and monthly production schedule. This position is also responsible for supervision of the Member Services staff and the training, maintaining, and monitoring of the donor database (Team Approach or other fundraising software).

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Monitors training and staff support for Team Approach or other fundraising software.
- Provides data support services on fundraising projects including direct mail, telemarketing, on-air fundraising, major giving, planned giving, etc.
- Works with all staff on reporting needs from the donor database.
- Supports staff in developing and implementing queries, reviews and recommends changes to current processes.
- Is responsible for all upgrades and enhancements of Team Approach, including testing, training and documentation associated with the upgrade.
- Manages the relationship with Blackbaud regarding support, enhancements, fixing bugs, and tracking the system as efficiently as possible.
- Coordination with Accounting on General Ledger monthly reporting and reconciliation.
- Manages the PCI (Payment Card Industry) security standards compliance process.
- Maintains an efficient daily workflow of all queries, reports, imports and exports of data files based on the departments' needs.
- Supervises the Members Services Representatives – ensuring the timely and accurate processing of donations and viewer/donor related concerns.
- Develops internal business-related code structures in team Approach. Oversees the checking of these codes to ensure their proper use.
- Works to develop new tools to help streamline day-to-day processing such as pledge automation, gift processing, and working with outside vendors on file formats, etc.
- Manages the daily transmittal process and provides reports to appropriate departments.
- Manages all Sustainer, Underwriting, Matching and Foundation gifts.
- Creates and maintains membership benefit packages.
- Assists in pledge drive and other community fundraising activities, as assigned.
- Other duties as assigned

### **QUALIFICATIONS:**

- Bachelor's degree or relevant work experience.
- A working knowledge of Team Approach, Raisers Edge or other fundraising software preferred
- Knowledge of online fundraising CRM's
- Strong Salesforce.com knowledge a plus.
- Strong organizational skills a must.
- Excellent written and communication skills.
- Ability to work extended hours and weekends as required.

