



Human Resources

Position Announcement
Manager of Membership
Recruitment No. 4650918

Human Resources seeks candidates for the Manager of Membership position at KTWU. Come join the most EMMY nominated and EMMY winning team in northeast Kansas. KTWU has a 50 year broadcast history serving 39 counties. We would like to meet You!

Position Summary: The Manager of Membership's primary responsibility is to gain and retain memberships in order to meet sales, fundraising and philanthropic goals.

Essential Functions

Solicit/prospect new and current "Friends of KTWU" who become members of the station. Solicitation will be done through Membership Drives; acquisition mailings, telemarketing activities, on-line fundraising, and through the use of mobile and digital techniques to increase membership to KTWU.

Process payments received from members for memberships, auction items and/or other special events. Will work closely with the Washburn Finance Office and the Washburn University Foundation on account reconciliation activities. Fulfill membership orders and coordinate the sale of DVD's through the webstore.

Will use Membership Software to update and track member activities and member records. Works with membership software provider to update and maintain the system.

Researches laws and regulations from the US Postal Service and the IRS that may impact donors' taxable deductions and charitable contributions.

Works with senior management and other staff to solve issues of revenue generation through creative problem-solving approaches.

Answers phone calls, e-mails and other communications to resolve problems and nurture internal and external relationships.

Supervises administrative staff, student workers and volunteers as needed. Provides training, direction and support to ensure successful performance of staff. Assess performance, complete performance reviews assessments in keeping with Washburn University policies and practices, and provide feedback as appropriate to support successful performance and to address below standard performance.

Develops and implements strategies to engage members such as: Membership Newsletter, the KTWU Program Guide, gifts, offers, contests, social media Interactions, special events, etc.

Serves as a leader that assists other KTWU departments and staff in achieving station success. Performs additional job related duties as assigned.

Required Qualifications: Bachelor's Degree. One year of experience in a not-for-profit environment. Understanding of marketing and sales principles and practices. Supervisory experience. Demonstrated high customer service focus (internally and externally). Individual should be outgoing, energetic and able to market to a diverse community of public TV viewers and consumers while having a high degree of integrity to protect the privacy of the KTWU membership base. Ability to provide direction, inspire and motivate others. Ability to move and/or maneuver packages and materials weighing as much as 30 pounds. Valid driver's license with driving record acceptable to University standards.

Preferred Qualifications: Knowledge of Public TV/Public Radio or other Not-for-Profit Organizations that solicit memberships. Five years of progressive responsibility in a leadership position.

Application Procedures

Submit a letter of interest, resume, Resume Supplement form (available at www.washburn.edu/hr-forms), copy of unofficial transcript(s) for highest level of post-secondary education (official transcript for all levels of post-secondary education may be requested upon hire), and names and phone numbers of three professional references to getajob@washburn.edu or to Washburn University Human Resources, 118 Morgan Hall, 1700 SW College, Topeka, Kansas 66621. Applicants are encouraged to submit complete applications by October 1, 2018. Applications will continue to be reviewed until interviews are scheduled.

Salary is lower to mid \$40,000 commensurate with qualifications. Washburn provides an excellent fringe [benefits](#) package. Employment at Washburn University will be conditioned upon satisfactory completion of a background check.

Washburn University is an Equal Opportunity Employer. To enrich education through diversity, candidates from under-represented groups are encouraged to apply.