Coordinator III – Member Services Manager

Position Details
Reference Code: A875
Division: Vegas PBS
Classification: Professional-Technical
Terms of Employment: Range 40 of the Unified Administrative Salary Schedule, 12 Months
FLSA STATUS: EXEMPT

Position Summary
The person selected for this professional-technical position will serve as the responsible administrator for the development, coordination, and management of membership revenue producing plans for individual, corporate, and governmental financial support for public television services. This position is directly responsible to the Director I, Institutional Gifts and Philanthropy, Vegas PBS, Operational Services Unit.

Essential Duties and Responsibilities
The list of Essential Duties and Responsibilities is not exhaustive and may be supplemented.

1. Develops and supervises continuing community-wide annual fund campaigns using on-air direct mail telemarketing, social media, and events to secure support for public television services.
2. Assists with major gift prospect identification.
3. Manages and coordinates development of membership related projects for the station (i.e., publications, advertising, special events, community awareness events, on-air promotion, and related special activities).
4. Supervises procedural functions of the station membership software system.
5. Develops and implements plans to solicit and utilize volunteers in the development activities of the station.
6. Develops and executes an ongoing plan for upgrading annual fund donors to major, capital, and planned gift donors.
7. Develops, writes, and submits reports on fund-raising efforts.
8. Ensures compliance with Federal Communications Commission (FCC) rules and regulations, copyright laws, and program sponsorship rules as they apply to membership.
9. Documents and maintains pertinent reports required for management and FCC regulations.
10. Prepares, manages, and monitors department budget, as assigned.
11. Analyzes and develops procedures to ensure the timely completion of work assignments, prepares work schedules, and sets priorities.
12. Solicits information and materials for long-range planning and maintaining current marketing and development methods and strategies.
13. Represents the membership interests of the station at local, regional, and national meetings in regard to development functions of the station.
15. Supervises and evaluates assigned staff.
16. Conforms to safety standards, as prescribed.
17. Performs other tasks related to the position, as assigned.

---

Position Expectations

1. Knowledge of Internal Revenue Service (IRS) tax laws, rules, and regulations.
2. Knowledge of FCC and Public Broadcasting Service (PBS) funding guidelines and requirements.
5. Knowledge of television production.
6. Requires strong verbal, written, analytical, and persuasive skills.
7. Ability to develop and maintain databases.
8. Ability to develop and maintain department budget.
9. Ability to create and organize funding projects.
10. Ability to achieve exceptional member satisfaction.
11. Ability to develop creative communication campaigns.
12. Ability to write effectively and concisely.
13. Ability to coordinate activities of different groups.
14. Ability to produce television programs.
15. Ability to work flexible hours or shifts.
16. Ability to exercise judgment as when to act independently and when to refer situations to an administrator.
17. Ability to interact effectively with all levels of employees, outside agencies (executive level corporate/foundation officers), and the public.
18. Ability to meet predetermined deadlines.
19. Ability to supervise and evaluate employees.
20. Ability to work cooperatively with employees, the public, and other agencies.
21. Possess physical and mental stamina commensurate with the responsibilities of the position.

---

**Position Requirements**

**Education and Training**

An earned bachelor’s degree from an accredited college or university or currently serving as a professional-technical employee with the Clark County School District.

**Licenses and Certifications**

A valid driver’s license that allows the applicant/employee to legally operate a motor vehicle in Nevada.

**Experience**

1. Satisfactory service in corresponding or related positions, or five (5) years of successful supervisory experience related to the administrative position.
2. Five (5) years of successful experience in building donor or customer relationships using member benefit clubs, direct mail, e-marketing, pledge drives, telemarketing, and special events.

**Preferred Qualifications**

1. Three (3) years successful performance with in on-air pledge drives as a Member Services Manager at the time of application.
2. Three (3) years successful experience in local and state tourism efforts with an emphasis on new business development and special events.

When applying for an administrative position, candidates must meet the minimum qualifications as listed on the appropriate position vacancy announcement.
AA/EOE Statement
This employer does not knowingly discriminate on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, age, disability, or national origin.

Job Revision Information
- Revised: 10/18/18
- Created: 01/05/12