



7403 N. Kelley Ave., Oklahoma City, OK 73111

Friends of OETA Membership Coordinator

The Oklahoma Educational Television Authority announces the opening of the full-time position titled **Friends of OETA Membership Coordinator** located in **Oklahoma City**. The most qualified candidates will be contacted for an interview.

RESPONSIBILITIES:

The Friends of OETA Membership Coordinator serves as the primary point of contact for OETA Members. This role provides exceptional customer service and builds meaningful donor relationships through phone, mail, and email communication. Operating under the guidance of the Development Operations & Database Manager, you will execute the daily processing of gifts, maintain accurate individual donor records, and resolve member inquiries. The ideal candidate is deeply patient, detail-oriented, and comfortable working simultaneously with people and data.

DUTIES:

Donor Hospitality & Member Services

- Serve as the primary frontline contact for members and viewers of OETA, resolving inquiries efficiently via phone, email, and mail with a patient, customer-centric mindset.
- Assist donors with troubleshooting account needs, updating recurring giving methods, and managing digital benefits such as PBS Passport.
- Navigate communications with empathy and clarity, maintaining a comfortable pace when assisting older demographics and dedicated long-term supporters.
- Serve as the primary liaison to the station's external pledge call center, handling daily escalated donor phone calls and resolving localized account inquiries.

Gift Processing & Database Execution

- Execute daily gift processing workflows, ensuring checks, credit cards, sustaining memberships, and matching gifts are entered accurately into the CRM according to established database protocols.
- Generate and mail donor acknowledgments, tax receipts, and premium/thank-you gift fulfillment items within organizational timelines.
- Perform routine data entry and manual record updates, including address changes, communication preferences, and merging duplicate accounts flagged during daily use.
- Track premium/thank-you gift inventory levels and assist with the daily logistics of direct mail or pledge fulfillment file drops to external mailhouses.

Campaign Support & Collaboration

- Provide operational support during on-air pledge drives, including assisting with live phone room logistics, staff/volunteer coordination, and real-time data monitoring.
- Collaborate closely with the Development Operations & Database Manager to flag systemic data entry anomalies or recurring software glitches.
- Assist the broader development team with special events and administrative tasks as assigned.

PREFERRED QUALIFICATIONS:

- Bachelor's degree preferred, or equivalent experience. At least 2 years working in a call-center, high-volume customer service, or non-profit environment.
- Competent level of technical literacy with comfort navigating a Customer Relationship Management (CRM) database (e.g., Allegiance Fundraising, Raiser's Edge, Salesforce). *Comprehensive software training will be provided.*
- Exceptional interpersonal skills, deep patience, and strong verbal communication.
- Proficiency in MS Office (Outlook, Word, Excel). Must be able to work from a computer/desk for long hours.
- Knowledge of OETA, public television, or public media is highly desired;
- Must be a flexible team player who thrives in a collaborative environment.

Successful candidates must have:

- Ability to pass a background check.
- Lift up to 50 lbs, and possess a valid Oklahoma driver's license.

COMPENSATION

Salary Range: \$38,000 - \$50,000. A generous benefits package including health insurance, paid leave, state retirement plan participation, and additional comprehensive benefits is included.

How To Apply

Send cover letter, application, and resume to OETA, Human Resources, P.O. Box 14190, Oklahoma City, OK 73113, or email employment@oeta.tv. Applications are available online at OETA.tv or in person at 7403 N. Kelley Avenue, Oklahoma City.