



## **POSITION AVAILABLE**

### **Title: Premium Coordinator (Part-Time 20 hours per week)**

The Premium Coordinator is responsible for developing, identifying, conceiving, and tracking fulfillment of TV and FM pledge “thank you” gifts.

#### **Responsibilities include but are not limited to:**

- Review all premium reports from the vendor to see what premiums are on backorder.
- Send backorder letters and/or call WQED members to update them on the status of their gifts(s). Write standard letters, emails, etc. to members, vendors and other individuals as necessary.
- Responsible for mailing concert/event letters and tickets to WQED members at least two weeks in advance of concert/event.
- Communicate weekly with the premium fulfillment vendor to maintain timely premium fulfillment.
- Review all premium reports from the vendor to see what premiums have been shipped to members and/or delivered to the warehouse.
- Communicate daily with WQED Donor Relations department to respond to member problems and issues regarding their premiums.
- Assist Director of On-Air Fundraising and Fundraising Producer with fundraising activities (i.e. concerts and/or events). – This will require occasional night and weekend work.
- Maintain Premium information, master lists, costs and files.
- Work with the vendor to ensure all premiums, tickets and details are loaded in to all necessary platforms such as Pledge Cart and NGOC.
- Provide premium grids for TV & FM drives as requested by the Director of On-Air Fundraising.
- Talk with PBS station colleagues around the system to get new premium ideas and trends.
- Look through various product/merchandising catalogs to get new premium ideas and trends.
- Work with FM staff to identify popular new music selections to be offered during fundraising drives.
- Work with Donor Relations Specialists when call volume is higher than normal.
- Assist in returning calls and emails to members.
- Help ship in house thank you gifts to members when needed.

#### **Required education and skills:**

- High school diploma preferred.
- One-to-two years of experience preferred.

- Strong understanding of on-air fundraising practices, strategies and tactics preferred.
- Excellent computer skills needed, including Microsoft Excel and Microsoft Word.
- Excellent writing skills are necessary.
- Customer service experience and organizational skills desired.

Candidates should send **a resume and cover letter with salary requirements** to [careers@wqed.org](mailto:careers@wqed.org). **No Phone Calls Please.**

*WQED is an Equal Opportunity Employer  
with leadership and a culture that supports diversity and inclusion*