

**ALASKA PUBLIC MEDIA**  
3877 University Drive  
Anchorage, Alaska 99508  
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**Title:** Development Administration Coordinator  
**Reports to:** Chief Development and Marketing Officer  
**FSLA Status:** Non-Exempt  
**Version:** 1.1 (7.11.18)

The Development Administration Coordinator supports three areas of fundraising and member relations at Alaska Public Media (AKPM): Corporate Sponsorship, Individual Giving, and Major Gifts. This position works closely with the managers within the department to improve and facilitate systems, to back up functions for redundant coverage, to oversee planned giving administration, interact with premium and vehicle donation vendors, and assist members.

Alaska Public Media is the source for NPR radio, PBS television for Southcentral Alaska and stewards of the statewide news network.

#### **Essential Functions:**

The Development Administration Coordinator will:

- Support the head of Corporate Support with script conversions, building schedules for spots, and acting as back-up for traffic data entry.
- Support Major Gifts Officer with Customer Relations Management (CRM) software, including database and profile updates and respective member benefits like acknowledgements on website, radio and TV. Also, list pulls from CRM for event invites and other special e-blasts to be produced by Director of Marketing.
- Support Individual Giving with tasks around pledge drives and fundraising year-round and act as back-up to support projects and services for members. Collaborate on web page improvements related to donating and benefits access.
- Assist members by handling their questions, & concerns, update CRM membership status, payment info, and AK Passport & premium trouble shooting.

#### **Duties and Responsibilities:**

- Train in CRM and donor transactions to back-up Database Manager.
- Oversee KSKA Day premium process including process to reserve dates, verify eligibility, script review/edits/approvals, enter into radio project management system.
- Assist in major Development events for members such as screenings, Kids Club community activities, and donor appreciation efforts.

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- Interact with Vehicle Donation Vendor, tracking campaign performance and acting as liaison for any donors having issues.
- Handle administration of Planned Giving initiative including tracking, and coordinate campaigns led by Director of Marketing and Promotion.

In addition to the above functions, the Development Administration Coordinator has:

- Flexibility to handle changing work expectations; ability to modify work to focus on collaboration with supervisor, subordinates and colleagues.
- An innate desire to serve the community and AKPM members.
- Knowledge of AKPM public media program and services.
- Strong ability to prioritize activities against a broad set of mission goals.
- Superior communication skills.
- Teamwork approach, even when under resource constraints or time pressures.
- Strong work ethic, collaborative attitude, “can-do” spirit, confident demeanor, sense of humor.
- Devotion to AKPM mission.

**Required Qualifications:**

- One year of public media experience.
- Comfort in project management and system facilitation.
- Experience with core office management software and CRM tools.
- Good writing and oral communication skill.

**Desired Qualifications:**

- Demonstrated success in member relations.

**Competencies:**

- Act in accordance with AKPM policies.
- Support AKPM compliance efforts with FCC, CPB, NPR and PBS rules and regulations
- Communicate effectively.
- Apply critical thinking and problem solving skills.
- Maintain positive relationships with both internal and external customers.
- Demonstrate consistent outstanding customer service.
- Proficient at computer use to include office software products, custom software packages, internet and e-mail.
- Consistently demonstrate ethical behavior.
- Must exercise good judgement for the prompt completion of responsibilities.

**Employee Expectations:**

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Must be able to work in a constantly changing environment with demonstrated ability to juggle and prioritize multiple, competing tasks and demands while seeking supervisory assistance as appropriate.

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

The employee is regularly required to stand, walk and sit; use hands to handle or feet; reach with hands and arms; talk and hear. The employee is occasionally required to stoop, kneel, crouch or crawl. The employee must be able to lift and/or move up to 40 pounds.

**Work Environment:**

The work environment characteristics described here are typical of a television/radio broadcast office environment and representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations will be made to enable individuals with disabilities to perform essential functions.

The noise level in the work environment is usually moderate.

Alaska Public Media is an equal opportunity employer.

I, \_\_\_\_\_ have received a copy of this job description on \_\_\_\_\_  
*(Print Name)* *(Date)*

Employee's signature \_\_\_\_\_