Position: Membership Data Processing Associate
Reports to: Membership Director
FLSA Status: Non-Exempt
Department: Membership

Summary: The Membership Data Processing Associate is responsible for adhering to and implementing best practices of Membership donation and data processing, including, but not limited to: business rules, procedures and quality control for CPR’s donor base and associated data sources. Collaborates with and supports the Membership Data team by coordinating and executing payment processing, data transfers to and from the donor management system.

Essential Duties and Responsibilities:

- Provide high-quality member stewardship through prompt donation processing, delivery of service and member engagement that reflects CPR’s mission, values and standards
- Foster a positive creative and productive work environment.
- Other duties as assigned

Donation Processing

- Daily donation processing of online contributions
- Daily batch processing of member contributions
- Daily processing of monthly sustainer contributions
- Monthly acquisition of prospects into CRM system
- Follow policies and procedures set by the Membership Systems Specialist to set up and maintain sustainers, as well as maintenance of failed EFT and credit card transactions
- Follow procedures established by CPR Finance to effect credit card and EFT payments, and ensure that handling and storage of member financial information is PCI- and NACHA-compliant

Member Communications

- Continuous hygiene of member data, including contact information and duplicate account vigilance.
- Support Member Systems Specialist in producing member lists for templated communication.
Competencies:

- **Change/Adaptability/Flexibility**: Adapts to change that benefits CPR, is open to new ideas, takes on new responsibilities, handles pressure, adjusts plans to meet changing needs.

- **Communication**: Communicates well both verbally and in writing, promptly shares information and ideas with others throughout the organization as appropriate, has active listening skills, can negotiate and persuade as needed.

- **Results Focus/Initiative**: Targets and achieves results, sets challenging goals, prioritizes tasks, overcomes obstacles, accepts accountability, sets high standards and takes responsibility, provides leadership/motivation.

- **Collaboration**: Working collaboratively with others to solve problems, achieve common goals and positive results. Listens to others and values opinions. Is open with other team members and expresses disagreement constructively. Seeks opportunities to work on teams as a means to develop experience and knowledge.

Knowledge & Competencies:

- Identification with the mission and purpose of Colorado Public Radio
- Advanced abilities working with information systems, database and other computer/software applications
- Demonstrated data skills and competencies
- Ability to identify key performance indicators necessary to support organizational growth
- Ability to prioritize data requests effectively and efficiently
- Ability to meet deadlines
- Meticulous attention to detail
- Critical thinking and analysis skills
- Courteous and patient approach to supporting members and teammates
- Demonstrated customer service skills
- Foster a creative and productive work environment.