



JOB POSTING

Posted: July 29, 2014

Director of Member Services

Vancouver Co-operative Radio, CFRO, 100.5 FM is a non-profit, listener-supported, multi-lingual community station that has provided Vancouver with alternative public affairs, music, and arts programming since 1975. Co-op Radio provides a space for under-represented voices and perspectives. The Director of Member Services is responsible for implementing components of the station's fundraising plan, with a particular focus on nurturing and developing member and donor relationships. This is a permanent position working within a staff collective to manage the station and reporting directly to the Board of Directors.

HOURS: 150 hours/month – roughly 35 hours per week

WAGE: \$22.49/hour with generous health and vacation benefits - the position is unionized through Unifor

START DATE: September 2, 2014

KEY AREAS OF RESPONSIBILITY

- Maintaining membership records
- Nurturing member relations, including newsletters, communications, appreciation, member meetings
- Supporting the board, staff and volunteers in fundraising initiatives
- Communicating with volunteer programmers about fundraising requirements, progress and skills development
- Cultivating donor relations with new & existing members, unions and community organizations
- Implementing our new donor-based database and mailing systems
- Other fundraising and outreach duties, as needed
- Working collectively with three other permanent staff to maintain station premises, support the Board of Directors, facilitate communications within and outside of the station, manage human resources, and facilitate the participation of volunteers

QUALIFICATIONS

- Fundraising experience in a non-profit setting with a focus on donor development, and/or equivalent training
- Demonstrated abilities to directly engage with community members in order to solicit donations and support
- Excellent communication and interpersonal skills: clear written and verbal communication; an ability to openly give and accept feedback with tact and diplomacy; an ease working with a diverse range of volunteers
- Well-developed computer skills including Microsoft Office Suite and donor-based database software; meticulous attention to detail; experience with Donor Perfect is an asset
- Demonstrated project management, tracking, and reporting skills
- Track record of meeting assigned goals with minimum supervision; ability to be self-directed and work independently; effectiveness as a team member
- Capacity to adapt quickly to situations, manage multiple and conflicting demands, and prioritize and delegate tasks effectively

TO APPLY

Please submit the following *in one PDF document* labelled **yourfirstname_yourlastname.pdf** to dmshiring@coopradio.org:

- your cover letter which should include a paragraph describing the pros and cons of working in a co-operative/collective structure
- your resume
- a sample ask letter soliciting donations or inviting membership into Co-op Radio

Application Deadline: Sunday, Aug. 17 at 12noon. No phone calls please. We thank all applicants; only short-listed candidates will be contacted. Vancouver Co-operative Radio is an affirmative action employer.