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Home My Profile Student Search My Postings My Interview Schedules Career Events Sign Out

[Postings](#) > [Posting Profile](#)

Page Functions

[Copy Posting](#)

[View Activity](#)

Print Forms

[Calendar](#)

[Resource Library](#)

[I want to...](#)

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Viewing Posting: 22986/Member Center Representative

[Profile View](#)

[Position Information](#)

[Posting Information](#)

Position Information

[\[Edit\]](#)

Please review the information contained in this job posting. Click on the [Edit] link for each section to make any changes.

Click the [View Activity] link above to view all activity for this job posting.

Click the [Close Job] link above to close this job.

*Job ID: 22986

*Job Title: Member Center Representative

Organization Name: [Oregon Public Broadcasting \(OPB\)](#)

No of Openings: 1

Work Schedule:

*Hours per Week: 40

*Wage/Salary: Hourly plus benefits, depending on qualifications

*Job Description: Primary Duties/Responsibilities:

OPB's Member Center Representatives provide the best possible service to OPB's audiences and play a key role in member acquisition and retention. Key responsibilities:

1. Provide excellent customer service.
2. Using database, enter and update account information and interactions.
3. Grow OPB's membership and prospect pool by gathering contact information and upgrading and recruiting members as part of daily member center interactions.

Working Conditions:

The majority of time will be spent in the office during OPB's business hours (8-5, Monday through Friday) with extensive use of a computer and telephone. There may be some evening or weekend work to help with special events.

*Qualifications: Required Qualifications:

- Two years full-time experience providing customer service via phone, email and/or in person.
- Exceptional customer service skills and ability to interface in a cordial, professional and well-informed manner with OPB donors, leaders, potential funders and staff.
- Ability to work well with a diverse group of people.
- Ability to work in ever-changing environment.
- Excellent research, organizational, verbal and written communications skills.
- Well organized with meticulous attention to detail, motivated and efficient.
- Fluent use of standard computer software tools in business applications (Microsoft Office) and effective database skills.
- Data entry skills.
- Adaptable and flexible to demands of workflow and nature of projects.
- Ability to establish priorities and work quickly to meet deadlines in a busy environment.
- Experience working with the public.
- Ability to appropriately handle confidential information.
- Proactive, oriented to problem solving, teamwork and the constant pursuit of improvement.
- Genuine enthusiasm for the services and mission of OPB.

Preferred Qualifications:

- Desire to create efficiencies and improve systems.
- Knowledge of public broadcasting a plus.
- Experience working with electronic data files in desktop applications and within a database.
- Experience with telephone or face-to-face sales.

*Application Instructions: Apply by company web site/ URL provided below

*Application Details: For more information and instructions on how to apply, go to: <http://www.opb.org/about/jobs/>.

Online Application Address: <http://www.opb.org/about/jobs/>

Contact Information

*First Name: Human

Middle Initial:

*Last Name: Resources

*Address Line 1: 7140 SW Macadam Ave

Address Line 2:

*City: Portland
*State: OR
*Zip: 97219
Country:
Map of Address Above : [Online Map](#)
*Phone: 503-244-9900
Fax:
*Email : hr@opb.org
Website : <http://www.opb.org/>

Posting Information

[\[Edit\]](#)

*Job Location: Portland - SW
Campus:
*Job Category: Customer Service Representative
Customer Support Representatives
*Job Type: Full-time
Degree Held:
Associate Degree or Certificate Major :
Screen by Applicant Types: No
Screen by Degrees: No
Screen by Associate Degree or
Certificate Major: No
*Post Date: 3/2/2015
*Expiration Date: 3/13/2015
*Show contact Info in this job: No

Control Information

*Status: Inactive