



Position Announcement for  
**Member Center Representative**

**Summary**

OPB is looking for an experienced customer service professional to join our Member Center team. This is a full-time, represented, non-exempt, regular status position with benefits.

**Position Details**

**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.

**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 an 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.
- Bilingual (fluent in Spanish and English).

**To apply:**

- Please send an email or letter of interest requesting the instructions on how to apply for this position (Member Center Representative) to [hr@opb.org](mailto:hr@opb.org) or OPB Human Resources, 7140 SW Macadam Ave., Portland, OR 97219.
- Instructions on how to apply will be sent within 24 hours of receiving the letter of interest Monday through Friday. If a letter of interest is sent over the weekend or a holiday, application instructions will be sent by the end of the next business day.

**Application Deadline**

All application materials are due by: July 26, 2016, 5 p.m. (Pacific Time).