



## Senior Member Services Specialist 2026

**Department:** Member Services  
**Status:** Non-Exempt, Full-Time

### Background

CapRadio is a mission-driven public media organization that exists to create more informed, involved and educated communities. We are the only nonprofit broadcaster in the region that operates a 20-person local newsroom and develops locally produced news, classical music and jazz shows. We connect with communities through radio broadcasting, live streaming, newsletters, on-demand audio, live experiences and more.

CapRadio is recognized for our fact-based, nonpartisan news coverage, state politics and government accountability reporting that is aired daily by NPR stations throughout California, hyperlocal community-engaged journalism and locally hosted classical music and jazz programs. Each week, nearly 500,000 people in the region choose CapRadio as a valued source of news, storytelling, music, and events.

As a 100% community-supported organization, CapRadio's Member Services team plays a critical role in sustaining our public service mission by interacting with our members, creating personalized touchpoints and communications, and strengthening the connection we have with our community. This is an exciting opportunity to join a dynamic, collaborative team that is building a strong and sustainable future for public media in the region.

### Who we're looking for

The Senior Member Services Specialist is responsible for actively engaging in stewardship and cultivation efforts to achieve member retention, acquisition, and growth goals, enhance our understanding of and relationship with members, and maintain the overall health of our member data and will handle complex membership operations tasks like processing foundation gifts, stocks and complex customer service issues. We are looking for detail-oriented, affable candidates who are enthusiastic about providing exceptional experience for our members by supporting daily membership operations and communications. This position routinely interacts with CapRadio members and the community through phone, email, mail and in-person engagements.

If this sounds like you, then you should apply for CapRadio's Member Services Specialist role!

### Position responsibilities

- Lead complex donor gift processing and acknowledgements, including donor-advised funds, soft credit, and matching funds, to ensure effective stewardship through accurate attribution and recording and the preservation of data health and confidentiality

- Perform high-level stewardship, cultivation, and recapture outreach communications to achieve membership retention and growth goals and nurture relationships with our member base
- Serve as a key contact and steward for unassigned mid-level donors, leveraging strategic touchpoints and gathering information on new donors to build a pipeline for our mid and major giving program
- Work cross-functionally to support member intelligence that bolsters our understanding of individual members, key members segments, and non-members to deepen relationships with our donors and community and inform fundraising strategies and broader communications
- Support inbound inquiries by acting as a senior point of contact for issues that require advanced knowledge and skills to effectively nurture and cultivate relationships with members and the community
- Support Member Services team on initiatives and other tasks that help achieve ongoing operations, stewardship, retention, and cultivation goals

### **Requirements**

- Must be familiar or eager and willing to understand public media
- Must be comfortable asking individuals for financial contributions
- Experience in creating verbal rapport with donors by phone
- Competent in use of Microsoft Office and Google Workspace
- Strong interpersonal skills, attention to detail, and proficiency in CRMs (e.g., Raiser's Edge, Salesforce)
- Mass email software experience, such as Luminato or MailChimp, is desirable
- Three or more years of related membership experience, with a background in fundraising or development preferred

### **Background Check**

CapRadio requires employment and education verification of new hires.

### **Location**

This position is primary on-site in Sacramento, transitioning to a hybrid schedule with one remote day per week after successful completion of the 90-day onboarding period.

### **Salary**

The hourly compensation for this role is \$26.42-\$27.88 per hour. CapRadio offers a competitive total compensation package, including base pay aligned with our organizational budget and a comprehensive suite of medical and fringe benefits.

CapRadio also offers:

- Medical, dental and vision insurance
- Retirement plan with employer matching
- Flexible spending plan for health and dependent care
- Group life insurance
- Flexible vacation
- Paid holidays
- Paid sick leave

**Apply**

Please upload your resume and cover letter on [www.capradio.org/careers](http://www.capradio.org/careers)

Cover letter is required. Our hiring team reviews every complete submission. We value authentic, human crafted cover letters and resumes that reflect your own experience and voice.

Applicants with disabilities may request and receive reasonable accommodation to apply for the position. If you have any inquiries or trouble submitting your application materials to the link, please contact us at [careers@capradio.org](mailto:careers@capradio.org) or call 916-278-8992.

You may address your letter to the hiring manager for this position, Amy Jewett, Associate Director of Member Services.

CapRadio  
Attn: Human Resources  
7055 Folsom Blvd.  
Sacramento, CA 95826

Capital Public Radio is an equal opportunity employer.