UNIVERSITY OF RICHMOND

STUDENT EMPLOYMENT

JOB DESCRIPTION

2015-2016

JOB TITLE: Phonathon Caller

DEPARTMENT: Office of Annual Giving

ADDRESS: Maryland Hall G-20

TELEPHONE: 287-6078 (office)

SUPERVISOR: Joquoya Murphy, Program Center Manager, RuffaloCODY

Katie Bell, Associate Director for Operations, Annual Giving

JOB SUMMARY:
As a Phonathon Caller, your principal responsibility is to represent the case for charitable gifts to the University of Richmond, through phone calls to alumni, parents, and friends of the University. In this role, you will represent UR as an ambassador by educating, encouraging, and updating our donor base regarding the importance of annual support. This will require you to develop an in-depth understanding of the University and its external constituents. You will be expected to act professionally at all times while creating a strong relationship between the University and its donors. Throughout the semester you will receive training and guidance to further your development as an effective Phonathon Caller. In addition to raising financial support for the University, each caller will gain a deeper understanding of the University, learn valuable communication and negotiation skills, understand what motivates people to support charitable causes, and experience valuable interactions with Richmond alumni, parents, and friends. This is a challenging and rewarding opportunity.

SPECIFIC DUTIES:
1) Responsible for calling a minimum of two sessions per week. Each session is three hours long.
2) Arrive to each calling shift on time with a positive attitude.
3) Participate in ongoing training and coaching that will help you to gain a deeper understanding of the University and the Annual Fund, as well as learning successful solicitation strategies and phonathon procedures.
4) Using detailed scripts and calling segments, call alumni, parents, and friends to request gifts to the Annual Fund.
5) Work with other callers in a team-oriented environment to further the success of the student calling program.
6) Handle personal information with extreme confidentiality.
7) Perform other duties as assigned, as they relate to interacting with alumni, parents, and friends of the University of Richmond.
8) Have Fun!

QUALIFICATIONS:
1) A current student of the University of Richmond and in good academic standing.
2) Must not be receiving a Federal Work Study Award.
3) Excellent spoken and written English
4) Thorough knowledge of the University
5) Reliable and dedicated
6) Confident and friendly disposition
7) Strong communication and negotiation skills
8) A positive attitude and a willingness to talk with alumni, parents, and friends of the University.

Apply online: http://giving.richmond.edu/ways/student-caller-application.html

For Student Employment Use only:
Wage: Level III per hour, plus incentives
Index: 4139
UWP only