Beloit College
Student Employment Job Description

<table>
<thead>
<tr>
<th>Position Title</th>
<th>Development - Phonathon Supervisor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hourly Rate</td>
<td>$7.75</td>
</tr>
<tr>
<td>Department</td>
<td>Alumni &amp; Parent Relations and Annual Support</td>
</tr>
<tr>
<td>Supervisor</td>
<td>Call Center Manager</td>
</tr>
<tr>
<td>Account Number</td>
<td>01-62610-00000-00000-xxxxx</td>
</tr>
<tr>
<td>Work Location</td>
<td>Hull-Dyson House, 706 Emerson St.</td>
</tr>
</tbody>
</table>

Do multiple individuals hold this position at one time?  
☑ Yes  ☐ No

Number of positions available: 3

Work Schedule

A student in this position can expect to work 3 hours per day, 9 - 12 hours per week.

The student will work  ☑ Monday thru Friday  ☐ Saturday  ☑ Sunday  ☐ any day of the week.

Hours are available during the following times of the day: 9 am - 9 pm.

Department/Position Overview

Student Phonathon Supervisors must be experienced phonathon callers who possess strong communication and problem solving skills. Supervisors are responsible for managing the day-to-day operations of the phonathon program under the direction of the Call Center Manager and the Office of Alumni & Parent Relations and Annual Support. This position works closely with the Call Center Manager to recruit, schedule, train, and supervise all phonathon callers to ensure call center quality and consistency. Supervisors will communicate calling goals for each shift and will motivate and recognize callers who excel within certain calling pools. Supervisors may also be asked to produce shift reports, assist in the daily data intake process for each calling shift, and help to evaluate student callers. This is a supervisory position requiring additional skills and responsibilities as it involves the processing of gift data and privileged and confidential information.

Description of Duties and Tasks

☒ Interact with and convey a positive attitude to visitors and the campus community in person or by phone

☒ Conform to an established work schedule; reliably work set hours as assigned

☒ Perform clerical duties in support of the department, i.e. data entry, filing, copying, mailings, etc.

☒ Maintain the confidentiality of departmental/employee/student information

☒ Run errands on and/or off campus, including campus mail pick-up and delivery.

☐ Perform light cleaning, departmental organization, and upkeep as required

☒ Work efficiently and accurately without immediate supervision

☒ Work at a higher level of sophistication regarding data intake, ensuring the accuracy of gift data imported

☒ Work at a higher level of sophistication regarding data manipulation and analysis
- Attend all supervisor trainings to recruit, schedule, and supervise student phonathon callers
- Serve as primary point of contact for the Call Center Manager and attend weekly meetings

**Required Training and Skills**

- Ability to communicate in a concise and effective manner, both verbally and in writing
- Detail oriented with strong organizational skills
- Familiarity with specific computer software, listed here: *Raiser's Edge, MS Word, MS Excel, Wilson-Bennet Phonathon Software*
- Familiarity with specific equipment, listed here: *High-Speed Envelope Printer*
- Completion of coursework or training, prior experience, and/or specific certifications, listed here: *Raiser's Edge training, phonathon gift intake training, phonathon student caller, previous experience working in Development & Alumni Relations*