



## **JOB DESCRIPTION: Phonathon Caller**

**Name of Position:** Phonathon Caller

**Department:** Institutional Advancement

**Campus Location:** Phonathon Room (behind the Institutional Advancement office)

**Supervisor:** Jessica Dibble

**Length of Contract:** Academic Year

**Pay Rate:** Minimum Wage

**Job Purpose:** The Southwestern College phonathon is part of the overall fundraising strategy to raise money for the Builder Fund. NOTE: Due to the nature of the work completed, this job is not eligible for Federal Work Study funding and is paid through campus employment.

### **Job Responsibilities:**

- Call Alumni, Friends, Parents, etc. to ask for donations to the college
- Collect up-to-date contact information from constituents
- Write follow-up thank you letter to those that make a commitment to donate
- Keep information such as address, phone number, giving history, etc. confidential
- Other duties and projects as assigned

### **Qualifications:**

- Phone experience preferred
- Excellent communication skills
- The ability to handle confidential matters and to be professional
- Ability to work well with others
- Ability to work between 5 – 20 hours per week (Sunday- Thursday 6PM-9PM)

### **Skill Development Areas:**

- Active Listening
- Customer Service
- Communication
- Punctuality and Attendance

**Evaluation:** Students will be evaluated at the end of each semester based on number of hours worked, number of contacts made, and number of donations and donors acquired