



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