

TTU Phonathon
Office of Annual Giving Programs
Application for Student Caller

Name: _____ **Phone #:** _____

T#: _____ **E-mail:** _____

TTU Box: _____

Circle One Classification: Freshman • Sophomore • Junior • Senior • Graduate Student

Students are responsible for keeping all contact information updated with the Office of Annual Programs. The student is accountable for all materials communicated to any of correspondence piece listed above, regardless of whether the information listed here is outdated or not in use by the student.

Please circle all nights you are available.

Applicants must be available to work at least three (3) nights a week to be eligible for employment. (Monday – Thursday shifts: 5:50pm to 9:00pm & Sunday shifts: 2:50pm to 6:00pm)

I will be available to work the following nights:

Monday

Tuesday

Wednesday

Thursday

Sunday

How did you learn about this job?

A flyer on campus

Facebook Ad

TTU website

A friend: _____

Other: _____

Describe this job to the best of your understanding:

What is most appealing about representing TTU as a student caller?

What do you enjoy most about Tennessee Tech?

If you could change one thing at TTU, what would it be?

TTU Phonathon

Office of Annual Giving Programs

Student Caller Job Description

The TTU Phonathon is part of Tennessee Tech's Annual Giving Program. Gifts are solicited on an annual basis using a variety of methods. One of the most important and effective is our annual Phonathon effort. Funds generated by the Annual Giving Office are used to support students, faculty development, scholarships, colleges, departments, programs and a multitude of other initiatives.

Calling occurs four nights a week
Monday through Thursday: 5:50 - 9:00 p.m.
Sunday: 2:50 - 6:00 p.m.

Training is provided. Employment is not guaranteed to the end of the semester. Poor job performance and low morale may cause the termination of employment for a student before the end of the calling term is reached. After a calling term employment is not automatically extended nor guaranteed for the next calling term. Employment is often offered for the following calling term to previous employees based on satisfactory job performance and excellent morale.

Responsibilities:

- 1) Commit to a minimum of 3 calling shifts a week
- 2) Contact alumni and donors of the university to acquire gifts to Tennessee Tech
- 3) Serve as a representative of TTU by informing alumni and friends about exciting accomplishments and activities occurring on campus
- 4) Maintain positive public relations with alumni and friends
- 5) Clearly and accurately update and verify all alumni and donor demographics
- 6) Accurately record the results of every telephone conversation
- 7) Arrive in a timely manner with a positive attitude to scheduled calling shifts
- 8) Maintain expected levels of productivity
- 9) Gain an understanding of the University, its organizational structure, and its financial needs
- 10) Remain informed about campus events and news items
- 11) Comply with all policies and procedures of the Office of Annual Giving

Qualifications:

- ◆ Currently enrolled in classes at Tennessee Technological University
- ◆ Possess a TTU I-9 Card (To be obtained in the Human Resources Office, Derryberry 146)
- ◆ Demonstrate strong and clear verbal communication skills and a comfortable speaking voice
- ◆ Demonstrate enthusiasm for TTU
- ◆ Demonstrate an ability to organize and present facts in a concise and persuasive manner
- ◆ Demonstrate an ability to work well in a team setting and a result oriented environment

Compensation:

Starting hourly rate for new callers is \$8.00/hr with incentives based on performance.

Calling Center Location:

Annual Giving Office (Calling Center)
Room 161 of Derryberry Hall

TTU Phonathon
Office of Annual Giving Programs
Rate of Pay Policy and Information

\$ All new callers will start at \$8.00 an hour.

\$ Student employees of TTU are paid on the 10th of the month, following the work period.

\$ All employees must have an I-9 card issued by the university to work in the Call Center.



Sample:

\$ Direct Deposit is the only method of payment. Students must sign up for Direct Deposit in the Human Resources Office (HR) in room 146 of Derryberry Hall.

\$ When an employee withdraws from all classes at TTU employment ends immediately.

\$ Raises will be based on caller classification: **A, B, or C:**

A - callers will receive a pay raise of \$0.25 per hour.

B - callers will receive a pay raise of \$0.15 per hour.

C - callers will receive a pay raise of \$0.05 per hour.

\$ New hires will be listed with a classification of “P” for probation, during the first calling term.

\$ Any caller whose classification resulted in a demotion (i.e. A to a B) will not receive a raise.

\$ Callers will be evaluated at the end of each calling term and receive a classification ranking based on their performance.

Performance is evaluated on the following criteria:

- Average Completed Calls Made Per Night
- Percent Employee Actually Worked out of Nights Scheduled to Work
- Percent of Yes Responses
- Percent of No Pledges
- Percent of Pledges Employee Received out of Pledges Employee is Expected to Have Received
- Pledge Fulfillment
- Average Pledge Amount
- Credit Card Gifts Received over the Phone

\$ Raises based on performance and other outlined factors will be assessed after fall and spring calling terms.

\$ Aside from the review period at the end of each calling term, other reviews will be scheduled as necessary.

\$ A caller who has worked for the Phonathon program in the past, but not the most recent semester may return under the following conditions:

- The caller left the program with a classification of A or B *and* a satisfactory calling performance record.
- The rate of pay will be the same as a new caller’s rate of pay – see above for current starting pay rate

TTU Phonathon

Office of Annual Giving Programs

Attendance Policy

Monday – Thursday the shift begins at 5:50 PM
Sunday the shift begins at 2:50.

POLICY TERMS DEFINED

Calling Term – Begins each semester and is the length of the Phonathon from the first night of calling to the last night of calling.

Calling Shift: Monday – Thursday shifts start at 5:50 PM and on Sunday the shift begins at 2:50 PM. Calling starts on the hour. After the first hour, students are given a ten minute break. Calling takes place for 3 hours.

Call-out: Any time an employee is not present for a scheduled calling shift and did not inform the Office of Annual Programs prior to noon on the day of the absence. Calling out of work more than 15 percent of the scheduled calling shifts will place the employee on probation.

No Show / Unexcused Absence: If a caller does not show up for a scheduled shift and did not notify the Office of Annual Programs, that student's employment will most likely end at once. Unexcused absences are serious and may lead to immediate termination.

Late / Tardy: Arriving 1 minute after the shift begins is considered tardy. Arriving tardy more than 15 percent of the semester, may cause an employee to be placed on probation. Example: Shift starts at 5:50 PM. Student arrives at 5:51 PM.

Probation: Any student on probation is in danger of losing employment in the Office of Annual Programs. Violation of any one policy or procedure will cause immediate termination of that student's employment.

Scheduling: Each new caller is requested to sign up to work a minimum of three (3) calling shifts a week. Nights of availability will be chosen by each student. The schedule will be made out to best reflect all callers' preferred nights to work. Once a student has declared specific week nights every effort will be made to be sure that each weekly schedule has that caller working on the same nights each week for the rest of the calling term. This is not guaranteed, but for the student's convenience is attempted.

Requests Off: The weekly schedule will be posted every Wednesday for the following week. Requests for nights off should be submitted as early as possible. All requests off of work must be submitted prior to the schedule's post date at 4:30pm of October 14.

Holiday / Bad Weather Days: TTU Phonathon observes the same holidays the university observes. If classes are cancelled on a campus level, calling will be cancelled for that night. TTU Phonathon is typically closed the night before a holiday. For example, the Wednesday before Thanksgiving, there will be no calling. Likewise, no calling will be held during the week of spring break.

TTU Phonathon

Office of Annual Giving Programs

Bonus Program

The Bonus Program is designed to create a positive work environment. Various awards will be available to each caller on either a daily, weekly, or yearly basis.

Credit Card Bonus (Nightly)

Each credit card gift secured over the phone results in a \$2 bonus for the caller responsible for the gift.

Golden Eagle Bonus (Weekly)

Recognizes the callers with the most pledges and most pledged money each week.

Each week the caller who receives the most yes pledges and the caller who receives the most pledged money will each be awarded a \$6 bonus. One caller can receive both. If the first place is tied between two or more winners the bonus will be awarded to each winner.

Golden Eagle Gauntlet Bonus (Weekly)

Performances and accomplishments in a weekly competition will decide which caller will receive a \$10 bonus for successfully running the gauntlet with more points than the other callers. Points will be decided and distributed according to the rules of the gauntlet which are posted in the work stations. Arriving tardy will result in exemption from earning points for that shift. If the first place is tied between two or more winners the bonus will be awarded to each winner.

Tower Bonus (Cumulative)

Recognizes callers who reach 50 paid gifts or \$5,000 in paid gifts throughout the fiscal year.

Any time a caller reaches 50 *paid* gifts that caller will earn a \$50 bonus and every time a caller reaches \$5,000 in *paid* gifts that caller will be awarded a \$100 bonus. This will continue as each 50 *paid* gifts and/or \$5,000 in *paid* gifts are received. For example, a caller with 200 *paid* gifts and \$10,000 over the course of a calling term (fiscal year – fall and spring) will receive six separate bonuses, four of \$50 and two of \$100, totaling a \$400 bonus. This bonus rolls over to the spring semester from the fall, but not into the fall from the previous spring. When the fiscal year ends on June 30th, so does the accumulation of this bonus.

Bonuses will appear on paychecks.

Bonuses will not be awarded to students whose employment has been terminated