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 Giving Programs. The student is accountable for all materials communicated to any correspondence piece listed above, regardless of whether the information listed here is outdated or not in use by the student.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 a minimum of three (3) nights a week to be eligible for employment. (Monday – Thursday shifts: 5:30pm - 9:00pm & Sunday shifts: 2:30pm - 6:00pm)

I will be available to work the following nights:

<table>
<thead>
<tr>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Sunday</th>
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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?

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

Why did you choose Tennessee Tech?

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

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

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
TTU Phonathon
Office of Annual Giving
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 TTU 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: 5:30 - 9:00 p.m.
Sunday: 2:30 - 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 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
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 Office of Annual Giving.

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 Worked of Nights Scheduled to Work
- Percent of Yes Responses
- Percent of No Responses
- Percent of Pledges Received out of Pledges Expected to Receive
- 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
Monday – Thursday the shift begins at 5:30 PM  
Sunday the shift begins at 2:30.

**POLICY TERMS DEFINED**

**Calling Term:** A new calendar is made each semester and typically begins the second week of classes and typically ends during “Dead Week”.

**Calling Shift:** Monday – Thursday shifts start at 5:30 PM and the shift begins at 2:30 PM on Sunday. Students are given a ten minute break. Calling takes place for 3.5 hours.

**Call-out:** Any time an employee is not present for a scheduled calling shift and did not inform the Office of Annual Giving 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 Giving five (5) hours prior to shift start-time the student’s employment will end at once, excluding emergency situations. Unexcused absences are serious and will most likely lead to immediate termination.

**Late / Tardy:** Arriving 1 minute after the shift begins is considered tardy. Arriving tardy may cause an employee to be placed on probation. Example: Shift starts at 5:30 PM. Student arrives at 5:31 PM.

**Probation:** Any student on probation is in danger of losing employment in the Office of Annual Giving. Once a caller is placed on probation the violation of any one policy or procedure will cause immediate termination of that student’s employment.

**Scheduling:** All new callers are required to work a minimum of three (3) calling shifts a week. Students will declare nights of availability, so a schedule can be set. The schedule will be made out to best reflect each caller’s preferred nights to work. Once all students have specified nights to work, every effort will be made to allow all callers to work on the same nights each week for the entire calling term. It is not guaranteed that all students will work the same nights each week through the entire semester. The schedule will be posted at 4:30pm each Wednesday prior to the work week.

**Requests Off:** The weekly schedule will be posted at 4:30pm every Wednesday for the following work week. Requests for nights off should be submitted as early as possible. All requests off of work must be submitted before the schedule is posted at 4:30pm on Wednesday.

**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.
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 (Nightly)**
*Recognizes the callers with the most pledges and most pledged money each week.*
Each night the caller who receives the most yes pledges and the caller who receives the most pledged money will each be awarded a $2 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 from Fall to Spring)**
*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*