

Crawford Alumni Center
Student Caller Job Description

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

Calling occurs five days a week:

Monday through Thursday: 6:00pm - 9:00pm

Sunday: 2:00pm – 5:00pm

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:

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

Qualifications:

- ◆ Currently enrolled in classes at Tennessee Technological University
- ◆ Possess an 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 Tech
- ◆ 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 \$9.50/hr with opportunities for increased pay for top performers. No caller will make more than \$10.00/hr at this time. If Phonathon is successful, additional pay increases may be discussed among management.

Calling Center Location:

Jere Whitson Building, Room 313

Contact:

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