

University of Dubuque
Student Employment Opportunities

JOB TITLE:	Phonathon Caller
Department:	Advancement Department
Location:	Phonathon Call Center – 2 nd Floor Van Vliet Hall
Supervisor:	Kari Lammer (staff), Alyssa Hess and Emily Coon (student supervisors)
Phone Number:	563-589-3809
Email:	klammer@dbq.edu
Job Responsibilities:	<p>Job objective: Maintain strong relationships with UD alumni and donors in order to increase giving to the Annual Fund</p> <p>Summary of the job: Phonathon Callers will contact UD alumni and donors via telephone. Callers will share information about UD, ask for financial support to the Annual Fund, and thank donors for their commitment to UD.</p> <p>List of tasks and responsibilities performed critical to success:</p> <ul style="list-style-type: none"> - Serve as a public relations specialist between the University of Dubuque Advancement Department and UD alumni and donors - Learn and communicate what the Annual Fund supports at the University of Dubuque and it's importance to the University - Learn and communicate what is happening on the University of Dubuque campus to convey the importance of giving to the Spartan Fund - Develop rapport, update demographic information and acquire gifts or pledges from UD alumni and donors - Report to Supervisor regarding status of calls for each night of calling - Keep accurate records of calls in Jenzabar <p>Job specifications, standards, and requirements:</p> <ul style="list-style-type: none"> - Ability to communicate with team members - Understands and handles conflicts in an appropriate manner - Must regularly be on time for work - No homework during Phonathon work - Personable phone skills - Be polite and courteous regardless of outcome of phone call (don't take rejection personally)
# of Positions:	6
Additional Information:	<p>Hours: To be determined (negotiable)</p> <p>Equipment to be used on the job: Phone provided by the Advancement Office</p> <p>Benefits:</p> <ul style="list-style-type: none"> - Wages: this is a paid position – rate will be discussed at the interview - Opportunities for advancement (supervisor position) - Career Development: develop strong public relations, fundraising, communication, and marketing skills - Network: develop relationships with alumni in various professions all across the United States - Ideal work hours: evenings and weekends, with opportunities for daytime hours - Fun Atmosphere: challenges to keep motivation and excitement elevated; prizes earned for meeting goals