

## PHONATHON STUDENT CALLER

### JOB DESCRIPTION

#### Qualifications:

- Clarion University student enrolled in 12+ hours
- Ability to speak enthusiastically about Clarion and yourself
- Desire to make a difference for the University
- Very good phone manners
- A conscientious approach to work
- Organizational abilities and attentiveness to details

To become a student caller, you do not need experience in telemarketing. You do need a pleasant speaking voice and the desire to make connections and share your enthusiasm for Clarion University. Phonathon callers are hired for their potential and trained to fulfill it.

#### Basic Job Description:

Phonathon callers act as ambassadors of and fund raisers for Clarion University, contacting alumni, parents, and friends through an automated dialing system. As representatives of Clarion University and the Annual Fund, callers provide updates on campus events and changes, information on scholarships and giving opportunities, and reflections on personal experiences of Clarion.

Starting pay is 7.25 per hour. Wages are paid biweekly.

#### Specific Duties:

- Fundraise for the University through conversations with alumni, parents, and friends.
- Accurately update information and code outcomes of calls in Ruffalo Noel Levitz software.
- Maintain a professional, courteous, and honest demeanor with alumni and colleagues.
- Attend 2 shifts per week, or arrange for a substitute if a shift cannot be attended. Be on call for a third shift each week.
- Attend training sessions at the beginning of the semester and as needed.
- Write thank you notes to donors.