Fairfield University Student Phonathon Caller – FY 16

Job Description

Job Title: Fairfield University Student Phonathon Caller

Objective: To contact, thank and solicit Fairfield alumni and parents for contributions to the University. Callers will help to increase giving and participation, update alumni/parent records and share information about Fairfield.

Location: Calling Center in Dolan Campus – ITS Training Room, Room 110

Hours: Sunday, Monday, Tuesday, Wednesday nights from 6 – 9 p.m. (Arrive at the Calling Center by 5:50 p.m.)

Rate: $10/hour

Manager: Chelsea Geremia
Program Coordinator, Student Phonathon and Stags Give Back
Work: 203-254-4000 ext. 2464, Bellarmine Hall 312
Cell: 203-525-3200
chelsea.geremia@fairfield.edu

Duties and Responsibilities:

1. Returning callers: Be available for at least TWO nights of work per week – minimum of one definite night assigned and one night as a possible substitute caller for your peers.
   New callers: You must work TWO definite nights each week for your first semester as a caller.
2. Attend paid training session(s) before officially working as a caller.
3. Initiate telephone calls to prospective donors for the purpose of soliciting new or additional donations to Fairfield University.
4. Maintain accurate addresses, phone numbers and personal information for each prospect.
5. Keep all information CONFIDENTIAL You will be asked to sign a confidentiality form.
6. Follow all of the guidelines for being a successful caller.
7. Check your e-mail once a day for any updates or important announcements from Chelsea.
8. Work a minimum of (2) two optional/additional shifts per semester.
9. Work a minimum of (1) one Thank You Calling shift and (1) one Day Calling shift per semester.
Application Process:
- Applications are due by the LATEST **Wednesday, September 9**, either by e-mail to chelsea.geremia@fairfield.edu or to Chelsea’s office (Bellarmine Mansion, Room 312). Early applications are encouraged.
- You will then set up a time with Chelsea for a **phone interview**, which resembles a “mock phone call” that you would have as a student caller.
- If you pass your phone interview, you will then be asked to set up an **in-person interview** in Chelsea’s office.

Dates and Schedules:
- The Phonathon Program is scheduled from **September 21-December 7** for the fall semester. Regularly scheduled calling will take place Sunday through Wednesday evenings from 6 - 9 p.m.
- Phonathon follows the University schedule so if the University is not open, whether due to a holiday or snow day, there will **not** be Phonathon.
- You will receive a master calendar at the beginning of the semester so you are aware of what days we do have and do not have Phonathon.
- You are expected to fulfill the scheduled days that you have selected. You will be given a master schedule at the beginning of the semester with the days you are working. It is your responsibility to find a substitute caller from the roster if you are unable to work a scheduled shift.

Absences:
*At least 24 hour notification of an absence is expected. Callers are responsible to find a substitute caller to cover, or switch, their shift and for notifying Chelsea by cell or e-mail. Two unexcused absences is grounds for termination.*

- If you absolutely must miss your shift, you have two options:
  1) **Cover** – you find a substitute caller to fill in for your shift, but you will NOT be filling in for them during one of their future shifts ($3 bonus for caller who covers)
  2) **Switch** – you find a substitute caller to fill in for your shift, but you will be “switching” with them and filling in for them during one of their future shifts (no additional $ bonus)
- One (1) “sick” day or “personal” day may be used per semester (a freebie “unexcused absence”) - these are not paid days off- it is a day off without penalty. All absences and late arrivals will be documented each week.
  - An **unexcused absence** is when a caller simply skips their scheduled shift without finding a substitute caller and/or does not contact Chelsea.
  - An **excused absence** is when a caller misses their scheduled shift, but finds a substitute to take their place and contacts the phonathon coordinator, or provides written documentation from a doctor, professor, etc. regarding absence.

*Although an excused absence is much better than an unexcused absence, if a caller has too many excused absences, it may be grounds for termination*

*If it is completely unavoidable that you must miss your shift (as determined by Chelsea), calling in Chelsea’s office is an available option.*
**Late Policy:**

**ARRIVE ON TIME!** Calling begins promptly at 6 p.m., you should be at the Calling Center at 5:50 p.m. Any caller who arrives late **three times** will be dismissed, unless you have prior approval from Chelsea.

**It is no longer an option for a caller to cover/switch a shift who has class until 6:15 p.m. All callers must be present to begin calling at 6 p.m.**

**Bonuses:**
- Nightly game winners will receive a $1 bonus added to their next paycheck.
- Callers will also receive bonuses (added to their next paycheck) for gifts/pledges obtained each night. A gift is a $1 bonus and a pledge is a $0.50 bonus.
- Occasional gift cards and prizes will be awarded for exceptional performance and caller productivity.

**Training/Review Sessions:**
- The sessions will be **paid** and we will discuss updates, review important procedures, and do team-building activities. These are **MANDATORY** for all callers and supervisors.
- There is a session at the **start and end** of each semester, with additional sessions announced on an as-needed basis throughout the semester.
- The first training session will be on **Saturday, September 19, 2015 from 1-4 p.m.** for **new callers only**. The second training session will be on **Sunday, September 20, 2015 from 11 a.m.-1:30 p.m.** for **ALL callers (new and returning)**.

**Paychecks:**
- Timesheets are submitted each week by Chelsea and paychecks will be distributed **every Friday**. The University’s payroll has a week delay, meaning when you receive a paycheck, it will be for the prior week of work, not the current week.
- You can sign-up for **direct deposit** or have your **hard-copy checks** delivered to Chelsea’s office for pickup.

*If you have any questions regarding your paycheck, please follow up with Chelsea.*

**Evaluations:**
- Callers will be evaluated on a nightly basis. The shift supervisors will review the callers’ attendance, progress, and ability to communicate with prospects on the phone.
- Statistical feedback, strengths, and areas of improvement will be discussed with each student caller on a monthly basis.

**Food and Beverages:**
- **Snacks** will be provided! Suggestions are always welcome and greatly taken into consideration.
- There is no water cooler/fountain in the calling center, so it is strongly advised to “BYOB.” Water bottles will be provided as often as possible.
Optional/Additional Calling Shifts:
- Marathon Calling: This is an optional Sunday day-calling shift from 2 – 5 p.m. It occurs twice in the fall and once in the spring. This shift includes extra bonuses, free pizza and raffle prizes. Regular Sunday callers are still expected to come in for their normal evening shift.
- West Coast Night Calling: This is equivalent to “Marathon Calling” but takes place in the evening from 9:00 – 12:00 PM to reach prospects on the West Coast who are not normally reached. There is one WCN in the fall, and one or two in the spring.
- Thank-you Calling: These will occur a few times throughout each semester on Thursday evenings so that callers can reach out to donors and thank them for their support.
- End of Semester Calling: Optional 2-hour day-calling shifts from 10 a.m. - 4 p.m. will be available for sign-up during finals week at the end of each semester.
- Make-Up Calling: In the case of inclement weather, we may have to make up a shift on a Sunday afternoon or Thursday evening.