



## **Welcome to the Connecticut College Student Phonathon team!**

### *Job Description*

#### **Job Description:**

*Position:* Student Phonathon Manager

*Department:* Annual Giving

*Reports to:* Assistant Director of Annual Giving, Kate Stano

#### **Major Function:**

The Phonathon Manager plays an important role in helping Connecticut College achieve its Annual Fund Goals by assisting the Annual Fund Staff with the Student Phonathon. The Phonathon Manager's primary function is to run each calling shift, which consists of preparing the phonathon cards and calling center, supervising student calling, monitoring the Phonathon's and individual callers' progress.

#### **Essential Skills:**

- Must be able to manage at least two shifts per week.
- Must be highly reliable.
- Must be comfortable managing (and potentially disciplining) other students.
- Must have a good working knowledge of the Annual Fund.
- Must be aware of Phonathon policies and be willing to enforce them.
- Must be able to work as a member of a team while at the same time be able to work with a minimum of direct supervision.
- Possess strong oral communication, management, and leadership skills.
- Must have proven excellent phone skills.

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**Essential Duties (including but not limited to):**

- Attend caller training sessions.
- Help plan and conduct nightly calling sessions.
- Help organize nightly and weekly games and incentives. Motivate callers on a nightly basis.
- Inform Assistant Director ahead of time when supplies are running low.
- Evaluate the overall effectiveness of the calling program.
- Monitor productivity/performance of callers and recommend callers for salary increases and disciplinary action and/or termination as needed. Provide immediate feedback to callers.
- Process, reconcile, and submit manager's nightly tally sheet.
- Answer student and alumni questions about the Phonathon/Annual Fund. Provide insight and advice to callers. Handle difficult alumni when necessary.
- Participate in calling when applicable. Demonstrate excellent calling behavior, always leading by example..
- Be on time for calling shifts and for weekly meetings with Assistant Director.
- Help set and monitor Phonathon goals.
- Keep conference room clean and organized.
- Know and enforce policies.
- Communicate the needs and issues of the callers to the Assistant Director; communicate the needs of the Annual Fund to the callers.
- Exhibit enthusiasm in support of liberal arts education, specifically Connecticut College, and keep up with issues at Conn that could potentially affect the Phonathon.
- Have fun!

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Manager's Signature

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Assistant Director's Signature

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Date