

## **TELEFUND SUPERVISOR JOB DESCRIPTION**

Telefund supervisors manage the day-to-day operation and planning of the Telefund program in coordination with the Telefund Manager. The Telefund supervisors report to the Telefund Manager.

### I. Qualifications

- A. Exhibit enthusiasm in support of Northern Illinois University.
- B. Possess organizational abilities and attentiveness to details.
- C. Strong oral communication skills.
- D. Possess strong management and leadership skills.
- E. Ability to motivate others.
- F. Must agree to enforce Telefund regulations and policies.
- G. Ability to work effectively within a team environment
- H. Willingness to keep up with issues at Northern that affect the Telefund

### II. Responsibilities

- A. Hire/Train/Supervise staff of 50-100 students.
  - 1. Assist in the screening of applications and in interviewing potential callers.
  - 2. Conduct caller-training sessions with the Telefund supervisor team.
  - 3. Conduct review sessions with individual callers.
  - 4. Address problems with unproductive or difficult callers.
  - 5. Address problematic incidents occurring at the Telefund.
- B. Provide onsite supervision of calling shifts.
  - 1. Plan and conduct assigned calling shifts.
  - 2. Carry out individually assigned shift duties.
  - 3. Motivate and assist callers.
  - 4. Monitor calls and give immediate feedback.
  - 5. Handle calls with difficult donors.
  - 6. Notify Telefund Manager of any problems.
  - 7. Know and enforce policies.
- C. Maintain the Telefund workspace.
  - 1. Keep materials neat and organized.
  - 2. Care for telephone and headset equipment.
  - 3. General upkeep of the Telefund workspace.
- D. Plan and strategize with the Telefund Manager to meet goals.
  - 1. Plan and review calling schedules.
  - 2. Represent the needs and issues of the callers to the supervisory team.
  - 3. Attend weekly team meetings with the Telefund Manager.
  - 4. Conduct Telefund caller team meetings.
  - 5. Set goals and the means to achieve them.
- E. Carry out in individual responsibilities during office hours.

1. Fulfill daily jobs as assigned
2. Fulfill individually assigned tasks such as scheduling, struggling caller list, etc.

F. Make calls as needed.

### III. Working Hours

Applicants must be willing to commit to working for at least one full school year. Telefund shifts run from 5:30-9, Monday through Thursday, 5:00-8:30 Fridays, and 1-4:30 and 5:30-9 Sundays. Summer hours may vary, and some special shifts may be scheduled. Supervisors are required to work two shifts per week, one Sunday shift, and at least one Friday per month. In addition, supervisors must work at least 4 office hours (in two hour blocks) per week and attend weekly supervisor meetings on Sunday. Approximate time commitment: 18-25 hours per week. (Fluctuates)

### IV. Pay Level

The starting wage is \$6.30.

**Northern Illinois University Huskie Telefund  
Student Supervisor Job Description  
Acknowledgement Form**

I, \_\_\_\_\_ have read and understand the requirements and the qualifications stated in the Northern Illinois University Telefund Supervisor Job Description. I am able to commit to the necessary duties and feel that I meet and exceed the qualifications.

Signed \_\_\_\_\_ Date \_\_\_\_\_