

FUND PHONATHON

SUPERVISOR POSITION DESCRIPTION

JOB DESCRIPTION:

Student Phonathon Supervisors assist in the coordination of the Phonathon by providing peer leadership for Phonathon Callers and assisting with managerial and clerical tasks that ensure quality control over the entire Phonathon program. Supervisors lead and manage calling shifts; enforce personnel policy; train, evaluate, and coach callers; and also assist with broader management duties.

The Fund's primary function is to increase donor participation and raise money for the operating budget of the university. It is our responsibility to help meet these goals through the Phonathon. It is your responsibility, as part of the Leadership Team, to maintain a successful program each and every calling night.

REQUIREMENTS/QUALIFICATIONS:

- At least one semester of experience as a Phonathon Caller- *one year of experience is preferred.*
- Currently enrolled as a full time student.
- Proven understanding of what it takes to be a successful Phonathon Caller.
- Excellent "people skills"- able to accommodate a large range of personality types.
- Excellent motivational and coaching qualities.
- Excellent written and oral communication skills.
- Initiative- the ability to instinctively know what needs to be done and to do it without being told.
- High level of integrity- the type of person who could be considered a role model.
- A one academic year, (two (2) semesters) commitment to the Phonathon in the Supervisor role.
- **A commitment of twelve to fifteen (12-15) hours per week to the program:**
 - Must be able to work three shifts per week, two (2) as a student supervisor and one (1) as a Phonathon caller.
 - Able to attend one (1) scheduled staff meeting per week.
 - Willing to assist with outside projects including but not limited to - caller recruitment and hiring, caller orientation and training, business solicitation, prospect research, and **ALL OTHER** duties as assigned by Phonathon Management.

RESPONSIBILITIES:

- Supervise two (2) nightly and/or weekend calling sessions to promote the achievement of departmental and performance goals.
- Call (as a regular caller) for at least one (1) shift per week.
- Assist in recruiting, hiring, training and managing a calling staff of 60+ students.
- Uphold all personnel policies, calling guidelines and Phonathon rules.
- Ensure that the calling staff upholds all personnel policy, calling guidelines and Phonathon rules.
- Observe and evaluate caller performance in an unbiased manner.
- Provide appropriate and constructive feedback while monitoring and coaching to help ALL callers reach their fullest potential.

- Develop creative and innovative incentives and/or motivational plans to minimize caller turnover, maximize productivity, and maintain a positive work environment.
- Assist in overall employee and program evaluation by providing insight and feedback to Phonathon management.
- Be available to assist with special projects outside of calling shifts as assigned by Phonathon Management.
- Be held accountable for outside projects and tasks that will largely unmonitored.
- Participate in the businesses solicitation for gift certificates as needed or assigned by Phonathon Management.

COMMITMENT/TERMS:

Student supervisors are able to continue their employment as supervisors from one semester to the next provided they continue to meet ALL supervisor job requirements and provided their performance as a supervisor meets the approval of the Assistant Director of Sustaining Gifts, Fund and the Phonathon Coordinator. Student Supervisors can be terminated at any time for unacceptable performance (including but not limited to: performance during a shift, failure to work scheduled hours, insubordination and not meeting deadlines for outside tasks).

COMPENSATION:

- Remuneration for this position starts at \$10.00/hour and Supervisors are eligible for a \$.25 raise every semester at the discretion of Phonathon Management and provided they work at least 18 shifts (six (6) weeks) for the Phonathon the previous semester.
- Supervisors are eligible for shift bonuses and incentives at the discretion of Phonathon Management.

ATTENDANCE POLICY:

- Supervisors must report for their shifts promptly at 6:00 p.m. for shifts starting at 6:30 (or 12:30 for shifts starting at 1:00 p.m.).
- Supervisors are expected to stay for the ENTIRE shift; until all duties and assignments are completed (*Occasionally, this may require a supervisor to work longer than the scheduled hours or at the discretion of the Coordinator/Assistant Director*).
- During shifts, Supervisors are required to fulfill all duties as outlined later in this handbook.
- Supervisors MUST work a minimum of three (3) shifts per week; two (2) supervising and one (1) calling. The shift schedule will be determined at the beginning of the semester, and supervisors are held to the same policies as callers to change or adjust their shifts.
- Supervisors are **REQUIRED** to attend weekly Leadership Team Meetings. The time and day will be determined at the beginning of the semester according to supervisors and staff schedules.

TARDINESS:

- Tardiness from Supervisors WILL NOT BE TOLERATED for any meeting, shift or activity. The Phonathon Management expects all Supervisors to be *stellar* examples for the callers.

- If a Supervisor accumulates more than three (3) tardies in a given semester he or she will receive a policy violation and will be written up.

SHIFT RESCHEDULING: (*formerly known as the NO SHOW policy*):

- Unexcused absences from Supervisors are unacceptable. A **“NO CALL/NO SHOW” FROM A SUPERVISOR CAN BE GROUNDS FOR IMMEDIATE DISMISSAL AS A SUPERVISOR AND POTENTIAL TERMINATION FROM THE PHONATHON PROGRAM.**
- If a Supervisor must miss a Supervising shift, he/she is responsible for finding a replacement Supervisor and making up the missed shift with either a supervising or a calling shift within a two (2) week period.
- If a Supervisor misses a calling shift he/she is required to make up that shift with a calling shift within a two (2) week period.
- If a Supervisor misses a *second* calling shift (and fails to make it up with in a two (2) week period) he/she will receive a policy violation and will be written up. They will also forfeit all bonus opportunities for the rest of the semester.
- If a Supervisor misses a subsequent *third* calling shift and is unable to make it up in the allotted time, they will jeopardize their ability to return the following semester as a member of the Leadership Team, and may be asked to step down as a caller.

POLICY VIOLATIONS:

- Supervisors are held to the same standards as callers when it comes to policy violations, and will be written up for breaking the pre-set Phonathon rules and regulations.
- Three (3) policy violations are ground for immediate dismissal as a Supervisor and potential termination from the Phonathon program.

QUICK GLANCE SUMMARY:

- Show up for shifts ½ hour early if you are monitoring or supervising!
- Stay at the shift until all assigned tasks are completed and the Coordinator says you can go.
- Work three (3) shifts per week; two (2) supervising and one (1) calling.
- Always call in at the appropriate times if you need to miss a supervising shift or calling shift.
- Find a replacement for all missed Supervising shifts.
- Reschedule all missed shift within a two week period.
- Attend all weekly Leadership Team Meetings.
- Conduct yourself in an appropriate manner during work hours.
- **DO NOT BE TARDY.**