

Job Description:

Position: Annual Giving Telethon Senior Caller
Department: Campaigns and Alumni Relations Office
Reports to: Annual Giving Telethon Manager, Jenny Szewiel
Annual Giving Supervisors

Major Function:

The Senior Callers plays an important role in helping the University of Bristol achieve its Annual Fund goals by assisting the Annual Fund Staff with the Student Telethon. The Senior Caller's primary function is to support the Telethon Manager and Telethon Supervisor during each calling shift, which consists of preparing the call centre, assisting with the supervision and monitoring of student calling, and demonstrating excellent calling.

Essential Skills:

- Must be able to work at least two shifts per week.
- Must be highly reliable.
- Must be comfortable leading (and potentially supervising) other students.
- Must be able to work as a member of a team, and to use own initiative where appropriate.
- Possess strong oral communication and leadership skills.
- Must have excellent phone skills.

Desirable Skills:

- A good working knowledge of the Annual Fund.
- Awareness of Telethon policies and be willing to enforce them.

Essential Duties (including but not limited to):

- Assist in caller training sessions.
- Help conduct nightly calling sessions including helping to organise nightly and weekly games and incentives and helping to record points-based reward system. Motivate callers on a nightly basis.
- Support the Callers and Telethon Supervisor by communicating the needs and issues of the callers to the Telethon Supervisor. Communicate the needs of the Annual Fund to the callers.

- Assist Telethon Supervisor with review sessions with individual Callers to monitor productivity and performance and provide immediate feedback to them. Recommend them for recognition/disciplinary action/termination as needed.
- Participate in calling and demonstrate excellent calling behaviour, always leading by example. Handle difficult alumni when necessary.
- Help to keep call centre clean and organized.
- Exhibit enthusiasm in support of the University of Bristol Annual Fund, and keep up with issues at Bristol that could potentially affect the Telethon.
- Have a helluva lot of fun and raise a helluva lot of money!

Working Hours:

Applicants must be willing to commit to working for at least one telethon term (October to December or January to May). Preference may be given to applicants who can commit to both terms. Their telethon shifts run from 6pm – 9.30pm (including ½ an hour to set up at the beginning). Hours of calling will be 6.30-9.30 Monday through Thursday. The US/Canada campaign will be 5pm – 9pm Saturday and Sunday over three weekends in Spring. Senior Callers are required to work two shifts per week, and at least two shifts during the Canada campaign. Approximate time commitment: 7 - 10 hours per week. (Fluctuates)

Wages:

£6.70 per hour, potentially subject to review on 1st August 2005.