

## **Fundraising Call Centre Supervisor**

**Position:** Hourly paid position of \$13.00/hr  
Six-month probationary period  
The Supervisor reports directly to the Development Officer and takes direction from all Development Staff.  
Performance Reviews conducted annually with potential of \$1.00/hr raise  
Commitment of 13 hrs per week  
    10 hours a week (minimum) acting as supervisor  
    1 -1.5 hr weekly supervisor meeting  
    2 hours a week (minimum) for day calls  
Additional hours required for Call Centre training session each semester

### **Job Description:**

- Supervisors are responsible for ensuring the Call Centre reaches its annual, monthly, weekly and daily goals.
- The primary duties of the supervisor are to train, manage and lead callers. The Supervisor will lead and motivate a team of student callers both independently and while full-time staff are present.
- Supervisors are responsible for primary (new hire) and ongoing training of the callers through informal observation and formal call monitoring. Supervisors are responsible for insuring caller success and quality.
- The Call Centre must be a motivating team oriented environment for callers and supervisors and are required to perform tasks to insure the Call Centre operates this way.

### **Major Tasks:**

- Take instruction from Annual Giving staff.
- Manage and lead calling shifts.
- Assist in the recruitment and hiring process.
- Assist in training new associates, both during formal training sessions and ongoing during calling shifts.
- Monitor callers and give constructive feedback, with priority given to assigned callers and callers having problems.
- Enforcing discipline over Call Centre rules, reliability and commitment of Call Centre associates, and recommending disciplinary action on specific associates.
- Assist in ongoing training of the calling team both formally at training sessions and informally on calling shifts.
- Prepare for and attend weekly supervisor meeting. If unable to attend, it is the supervisors' responsibility to get updated by reading meeting minutes and speaking with Development staff prior to supervising their next shift.
- Perform and Supervise Day Calls.
- Perform weekly assigned tasks.

### **Expectations:**

#### **Nightly Call Shift Management**

- On the calling shift supervisors are responsible for reaching the nightly goals as set out by the Annual Giving Unit.
- Take a leadership role with fellow supervisors.

- Required to start the calling shift promptly and ensure that all scheduled Associates are present. In the event that one of the Associates is not present, the Supervisor will contact that Associate and record tardiness or missed shifts as needed.
- Responsible for ensuring caller success and quality, based on campaign goals. Monitor and evaluate caller performance by analyzing their statistics. Provide feedback, suggestions and constructive criticism to callers.
- Train callers through informal supervision and formal call monitoring. File call-monitor and progress reports sheets and keep the file up to date.
- When assigned, prepare for and perform new caller training. (If necessary appoint a Caller College Student to fill in while away from shift.)
- Maintain the morale of the calling team using various incentive/motivation methods.
- Call credit card callbacks.
- Ensure that all the student caller, tracers and supervisor hours are recorded in Timecard.
- Ensure callers reach 3.5 hours of logged system calling per shift.
- Ensure that pledges and comments are reviewed and corrected.
- Complete a nightly journal and familiarize yourself with all past journals. In the journal comment on caller performance and reliability, calling pool problems, and final dollars raised.
- Supervise tracers present on shift as needed.
- Review and approve all Special Donor Request forms filled out by callers.
- As needed, call Ruffalocody for help with calling pool problems. Make corrections to database, as requested by callers. Respond to any alumni concerns over the phone. Attend to and resolve hardware problems before the end of the shift.
- Close Call Centre and leave office ready for the fulltime staff.

#### **Day Calls:**

- Supervise and perform day calls once a week for a minimum of 2 hours.
- Assign callers to appropriate day calling pools.
- Ensure callers log appropriate system hours and record caller and supervisor time on log.
- Call day call credit card callbacks.

#### **Weekly Meeting:**

- Prepare for weekly meeting.
- Provide feedback on callers and recommend callers for termination and promotion.
- Relay information to development staff about calling shift problems or successes.
- Take instruction from all Development staff.

#### **Requirements:**

- Previous experience as a Fundraising Call Centre Associate
- Goal oriented and able to motivate and lead others to achieve goal
- Ability to follow directions and resolve technical difficulties
- Computer and hardware troubleshooting skills
- Able to supervise, resolve problems and accept responsibility
- Good oral and written communication

**Remember, callers look up to you as a positive influence and as a role model whether you are calling or supervising!**

#### **Rules and Regulations (no specific order):**

1. No attending to personal e-mails when at work
2. Student Supervisor does **NOT** have authority to allow callers to go home early except for extenuating circumstances and caller emergencies.
3. Ensure you listen to appropriate music and ensure no music is audible to alumni speaking with callers or to anyone calling the Development Officer. Music in the background does NOT send an appropriate message to alumni about the credibility and professionalism of our fundraising efforts
4. Supervisor is expected to follow instructions set out by the Annual Giving staff in the form of a memo or other form of communication. The instructions are there for a purpose and are expected to be followed.