

Supervisor Job Description

POSITION: Student “Phon-athon” Supervisor

REPORTS TO: Assistant Director of Fund

QUALIFICATIONS:

Supervisory experience/ Ability to manage employees

Self-motivated

Problem solving abilities

Strong interpersonal and leadership skills

Strong Quantitative skills

Flexibility in working hours

Strong organizational skills

Good presentation skills

At least two semesters of calling experience is required

POSITION RESPONSIBILITIES:

- Supervision of at least two night calling sessions and three-day hours per week.
- Educate student callers about the University and The Fund on an on-going basis
- Assist in the training and evaluation of callers, initiate corrective, and positive actions to ensure professionalism, courtesy, and enthusiasm through phone solicitation
- Supervisors will be expected to call if there are not enough callers scheduled for a shift.
- Flexibility in working schedule. Schedules can be subject to change to accommodate number of student callers. Responsible for completing nightly statistical reports and undertake other duties and projects assigned.
- Assist the Assistant Director in developing creative incentives and motivational plans to maximize a productive and positive work environment.
- Responsible for loading calling assignments for each caller
- Responsible for scheduling callers and caller absences
- Fill out time sheets, file copies of timesheets
- Direct special attentions to the Assistant Director or appropriate department or person.
- Closely work with callers; giving both praise and constructive criticism through nightly coaching sessions.
- Keep phone-room tidy, take regular inventory, and report what is needed as well as making sure there are enough copies of paperwork.
- Record nightly reports, caller reports, and stats in Excel.
- Perform all Ruffalo/Cody reports and Extra Reports assigned by Assistant Director
- Overall running of a successful phone room in the absence of the Assistant Director.

All Supervisors are expected to serve as positive role models. Leadership is a key factor in the success of the phone-room. You are expected to adhere to the same rules and policies that all callers are expected to adhere to.