

TELEMARKETING OUTREACH PROGRAM

TRAINER JOB DESCRIPTION

DESCRIPTION:

The trainer provides telemarketers with instruction on all skills of telemarketing. This includes but is not limited to scripting, negotiating, program knowledge and communication skills. The Training Manager also guides, aids, evaluates and provides motivation and enthusiasm to telemarketers during and after the training process. Trainers must maintain accurate statistics on the performance of each team member, and evaluate them based on those statistics. The Trainers must report on the performance of their team on a nightly basis to the Assistant Director of Development, Telemarketing Programs.

WORKING HOURS AND WAGES:

Trainers must complete a formal training session conducted by the Assistant Director of Development, Telemarketing Programs. This will supply the Trainer with all organizational policies and pertinent information. There is a 14-hour weekly commitment, which includes two weeknight shifts, a block of at least three hours during the day and one weekly staff meeting. Trainers are also required to work assigned weekend shifts. The shift hours for trainers are Monday/Wednesday or Tuesday/Thursday, 4:30 - 9:30 p.m. The hourly wage for the trainer position is \$10 per hour. Trainers must have been employed with the program for one year and have established themselves as a successful caller by meeting and exceeding caller requirements.

RESPONSIBILITIES:

- Evaluate the performance of the student telemarketers.
- Prepare the telemarketing room before the shift and organize the room following the shift.
- Keep all telemarketers informed of policies, procedures, guidelines, pertinent information via nightly team meeting, memos, and various verbal communications.
- Work with telemarketers both individually and in a group setting to ensure maximum productivity.
- Attend all scheduled shifts, meetings, day hours and become active members of the telemarketing staff.
- Participate in calling alumni to ensure a thorough understanding of the telemarketers' experiences.
- Successfully complete projects delegated by the Assistant Director of Development, Telemarketing Programs.
- Establish creative solutions to any existing problems.
- Adhere to all staff policies, procedures, and guidelines.
- Carefully and accurately compute basic mathematical scores and totals for the program and telemarketer records.
- Maintain accurate and up to date statistics on all telemarketers.
- Utilize statistical data to set goals for each telemarketer and ensure that they are obtaining these goals.

QUALIFICATIONS: University Student (required)

Accuracy
Organizational Skills
Motivation
Analytical Abilities
Positive Attitude
At least 1 year in UCI Telemarketing Program
Dedication
Strong Leadership Skills