

MVNU Student Employment Job Description

JOB TITLE: MVNU Phonathon Caller

DEPARTMENT: University Relations

REPORTS TO: Justin Brown, Director of Annual Giving

REQUIREMENTS:

- **Recommended Education/Training:** Current MVNU Student
- **Experience/Background/Knowledge:**
 - Customer service experience preferred
 - Previous phone related work experience a plus
 - Campus life involvement a benefit
 - A strong, evident love of MVNU required
- **Skills:**
 - Ability to concentrate with background noise
 - Active listener
 - Excellent verbal and written communication skills
 - Ability to make others feel at ease
 - Outgoing and positive personality
 - Computer and typing proficiency
- **Attire on the Job:** University Dress Standard as listed in the Student Handbook
- **Expectations:**
 - Provide a professional, organized, and efficient work environment
 - Exhibit a Christ-like attitude in all assigned duties
 - Work quickly and efficiently
 - Report all completed tasks at the end of each night
 - Maintain a professional and positive demeanor 100% of the time
 - Keep prospect information such as address, phone number, giving history, etc. confidential

DUTIES (includes but not limited to):

- Call Alumni, Friends, Parents, etc. to ask for donations to the University Fund
- Collect up-to-date contact information from constituents
- Write follow-up notes to those that make a commitment to donate
- Other duties and projects as assigned
- Callers will be evaluated at the end of each week to determine their progress
- Recognition will be given to those who meet certain criteria during the Phonathon

NORMAL WORKING HOURS and DAYS:

- Flexibility with options to work 6-9 or more hours per week
- Available Shifts: Tues, Wed evenings from Mid-January to the end of February. Required to work select Saturdays as well.