



POSITION DESCRIPTION AND STANDARDS OF PERFORMANCE

BENEFITS:

- Develop work and relational skills
- Asset to your resume
- Great pay rate, plus incentives
- Located on EMU campus
- Convenient hours

POSITION: Royal Caller

POSITION REPORTS TO: Phonathon Supervisor

POSITION SUMMARY: The Royal Caller is responsible for phoning select alumni and friends of Eastern Mennonite University and inviting them to contribute to the University Fund to increase the alumni participation rate as one part of the university's relationship with its alumni and friends.

POSITION TIME: Tuesday and Thursday evenings 6:00 – 9:00 (9:30) from mid-September through early December, and mid-January through mid-April.

QUALIFICATIONS: Must be a student at Eastern Mennonite University.

SKILLS:

- Strong oral communication skills required. Previous interactive telephone experience is helpful.
- Strong computer skills
- Mature, responsible and able to maintain a positive attitude
- Punctuality and dedication
- An understanding of and appreciation for EMU, its history, and vision

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- The caller completes a designated time of training, and understands the purpose and procedures of contacting alumni and friends.
- The caller manages time during work hours effectively and efficiently, clearly articulating the purpose of the call, respectfully and pleasantly conversing and confidently asking for a pledge of support.
- The caller acts as an advocate of EMU, its history, programs and alumni and supporters.
- The caller properly and timely records each pledge and documents each phone call relating to the alumni/friend contact.
- The caller works within his/her committed hours or as agreed upon with the supervisor.
- The caller maintains confidentiality with regard to all personal and financial information to which the caller has access.