

CONFIRMATIONS SUPERVISOR JOB DESCRIPTION



Purpose:

Calling 'Canes provides a direct link to UM's alumni, parents, and friends. The Calling 'Canes team is trained to contact these constituents in addition to graduating seniors by phone to ask for monetary support to aid the University. These contributions go to the much needed areas of UM, such as scholarships, operating expenses, and student programming.

The Confirmations Supervisors, while working mostly behind the scenes of the phonathon program, are an integral part of the fundraising efforts for the University. Our success depends greatly on a strong team of student employees.

Qualifications and Skills:

- Highly organized and detail-oriented
- Proficient in Microsoft Excel and Microsoft Word
- Exceptional typing and data entry skills
- Motivated to achieve team goals
- Positive attitude and enthusiastic
- Creative and able to articulate and implement new ideas
- Flexible schedule and ability to work a variety of hours during the week with an emphasis on availability during morning office hours
- Ability to problem-solve
- Demonstrated leadership
- Works well on a team

Duties and Responsibilities:

- Review and clean pledge information from CampusCall fundraising software to an Excel workbook
- Responsible for mail merge of all pledges from previous night's calling shift
- Responsible for printing and mailing all pledge confirmation letters/postcards and reminders
- Process all comments and customer service requests
- Accurately track pledge reminders and confirmations
- Responsible for identifying tracking caller miscodes
- Access and update confirmations inventory
- Maintain confirmations manual
- Perform miscellaneous clerical duties as assigned by confirmations program manager
- Communicate general trends and concerns to Annual Fund staff
- Attend and contribute to weekly team meetings