

# STUDENT SUPERVISOR JOB DESCRIPTION



## Purpose:

The Calling 'Canes telemarketing program is a direct link to UM's alumni, friends, current students, and parents. The Calling 'Canes team is trained to contact these important constituents to ask for monetary support to the much needed areas of the University, such as scholarships, operating expenses, and student programming.

As part of the Calling 'Canes team, Student Supervisors oversee student callers and assist Annual Fund staff in the daily management of the Call Center. Student Supervisors play a crucial role by providing a link between the student callers and the Annual Fund staff—the success of Calling 'Canes is dependent upon a strong *team* of Student Supervisors.

## Qualifications and Skills:

- At least one semester of experience as a student caller
- Proven track record (semester attendance report, statistics, etc.)
- Working knowledge of the Annual Fund and UM's Advancement division
- Demonstrated leadership
- Strong organizational skills and detail-oriented
- Motivated to achieve team goals and personal goals
- Ability to lead and manage a group of your peers
- Familiarity with Microsoft office with an emphasis in Word and Excel
- Flexible schedule and the ability to work 15-20 hours per week, mostly evening hours

## Duties and Responsibilities:

- Supervise 3 calling shifts per week
- Attend and contribute to weekly Student Supervisor meetings
- Make solicitation calls when necessary
- Help recruit, interview, and train Calling 'Canes applicants
- Assist UM staff with ongoing caller programming including: scheduling, caller newsletter, weekly statistics, incentives, personnel maintenance, and other projects
- Communicate needs, concerns, and other issues to UM staff
- On a nightly basis:
  - Assign calling pools and seating chart
  - Develop goals and games for the call shift
  - Troubleshoot CampusCall and phone equipment
  - Track caller statistics and nightly progress
  - Monitor phone calls and provide feedback and coaching
  - Perform routine administrative duties
  - Enforce call center policies and procedures
  - Participate in beginning of shift and end of day procedures