STUDENT CALLER JOB DESCRIPTION

Purpose:
Calling ‘Canes works as a direct link to the University of Miami’s alumni, donors, and parents. The Calling ‘Canes team is trained to contact undergraduate and graduate alumni, as well as parents and graduating seniors by phone to ask for financial contributions to the much needed areas of the University, such as scholarships, operating expenses, and student programming.

As member of the Calling ‘Canes team, the Student Caller is an integral part of the Annual Fund’s fundraising and alumni relations efforts. Our success depends greatly on a strong team of student callers. For most alumni, these phone calls are their only contact with the University throughout the year. And so, professionalism, courtesy, and enthusiasm are essentials both on and off the phone.

Qualifications:
• Organized and gives attention to detail
• Motivated to achieve team and personal goals
• Positive attitude and enthusiasm
• Team-oriented and team-focused
• Flexible schedule and ability to work a minimum of 2 shifts per week (6.5 hours).
• Commitment to the mission and goals of the Calling ‘Canes and the Annual Fund
• Customer service, sales, or telemarketing experience is a plus

Duties and Responsibilities:
• Complete caller training and hiring paperwork
• Sign up for and work at least 2 calling shifts per week
• On a nightly basis:
  • Solicit prospects for Annual Fund gifts
  • Update prospect biographical information
  • Inform prospects of campus news and upcoming events
  • Record any customer service issues on CampusCall or to a supervisor
• Follow all Calling ‘Canes policies and standards
• Maintain confidentiality of prospect records
• Show courtesy and professionalism on each and every phone call
• Communicate the needs, concerns, and other issues to UM staff