STUDENT SUPERVISOR 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 part of the Calling ‘Canes team, the Student Supervisor will supervise the student callers and assist the Annual Fund staff in the day-to-day management of the Call Center. Student Supervisors play a crucial role by providing a link between the student callers and the Annual Fund staff—Calling ‘Canes can only be successful with a strong team of Student Supervisors.

Qualifications:
- Experience as a student caller
- Organized and gives attention to detail
- Motivated to achieve team and personal goals
- Ability to lead and manage
- Team-oriented and team-focused
- Familiar with Microsoft office products (Word, Excel)
- Flexible schedule and ability to work between 8-15 hours per week.
- Commitment to the mission and goals of the Calling ‘Canes and the Annual Fund

Duties and Responsibilities:
- Supervise at least 3 calling shifts per week
- Make solicitation calls for two shifts per month
- Attend weekly Student Supervisor meetings
- On a nightly basis:
  - Assign calling pools and seating arrangements
  - Troubleshoot CampusCall and phone equipment problems
  - Release callbacks
  - Help develop goals and games for the evening
  - Track employee statistics (talk time, attempts, answering machines, unspecifed, etc)
  - Monitor phone calls
  - Motivate student callers
  - Enforce work ethic policies and standards
  - Use Timecard function to manage punch cards and bonus pay
  - Assist other supervisors and staff with End of Day procedures
- Help recruit, interview, and train Calling ‘Canes applicants
- Assist UM staff with ongoing caller programming including scheduling sheets, caller newsletter, biweekly stats, bonus games, end-of-semester parties, and other projects.
- Provide insight on individual caller performance, attendance, and attitude.
- Communicate the needs, concerns, and other issues to UM staff.