

Stetson Phonathon

Student Caller Job Description

As a Phonathon caller, you will be an ambassador and a personal representative of Stetson University, its programs, and primarily the Annual Fund. You will be trained to contact alumni and friends of the University to build relationships, offer updates on current campus events, and raise monetary support.

Over \$100,000 is raised annually for the Stetson Fund through Stetson's Phonathon, all of which directly benefits our students in the form of student scholarships. Your hard work and commitment to the Stetson Fund is a direct way to increase dollars available for financial aid – student scholarships.

As a caller, you will report directly to the Student Manager and the Sustainable Giving Coordinator.

Responsibilities

- Contact alumni of Stetson to educate them on the importance of the StetsonFund.
- Establish a positive rapport with the alumni you call.
- Respond positively to problems and answer any questions about the University.
- Request a gift to the Stetson Fund. If necessary, negotiate the pledge amount.
- Update address and employment of all alumni contacts.
- Maintain records of each evening's calls.
- Follow all other procedures and guidelines in the training manual.
- Keep all donor information confidential. Forms should not be discussed among callers or outside of the building.

Qualifications

- Strong verbal communication skills
- Comfort in soliciting personal donations from alumni
- Persistence in securing a pledge and negotiating the pledge amount
- Organizational abilities and attentiveness to details
- Ability to work as part of a team and with senior staff support
- Enthusiasm for Stetson, its mission and programs

Working Hours

- Phonathon shifts run Sunday, 2-5PM and Monday through Thursday from 6:00PM – 8:30PM.
- Applicants must commit to a minimum of 2 shifts per week.

Salary

- Phonathon callers will be paid according to their individual work-study pay rates.
- All pay will be included on their paychecks and be issued on their normal payday.
- Incentives and bonuses will be awarded according to individual caller merit.

For more information, contact Christine Martin at cjmartin@stetson.edu or 386.822.7229.