

The University of Texas at San Antonio

Job Description

Job Title: Phone Centers Coordinator
Code: 13175
Salary Grade: 57
FLSA Status: Non-Exempt
Department/Division: Advancement Service/University Advancement
Reports To: Director of Annual Giving

Summary

- Function: To provide oversight and expertise to the telemarketing operation in order to increase the level of individual support to the University of Texas at San Antonio's Annual Fund.
- Scope: Special emphasis placed on working with the Directors of annual Giving to recruit, hire, train, oversee and evaluate student callers and supervisors. Responsible for overseeing the Call Center and programs used to support Call Center Operations.

Duties

- Typical:
 1. Provides leadership and direction in the recruiting hiring, training, supervisions and evaluation of student callers and supervisors who work in the telemarketing center.
 2. Monitors caller activity, provides feedback and training to ensure successful caller performance
 3. Coordinates nightly meeting and recruiting events.
 4. Manages automatic calling systems; reports problems
 5. Analyzes and reports statistical data regarding program goals and objectives
 6. Assists with the development of strategies to increase overall gift revenue and alumni participation rates
 7. Establishes program goals, objectives and metrics
 8. Prepares and organizes on a daily basis paper work associated with the calling program including call sheets, statistical reports
 9. Performs other duties as assigned
- Periodic:
 1. Responds to alumni/donor inquiries and complaints concerning the telemarketing program

Education

Required	Preferred
Bachelor's Degree from an accredited institution	N/A

Other Requirements

Required	Preferred
Strong interpersonal, written and verbal skills. Criminal Background Check(CBC)	N/A

Experience

Required	Preferred
A minimum of two years of fundraising experience in a college/university setting. Fund experience with direct mail and telephone solicitation	Working knowledge of the principles of an Annual Fund. Previous experience with supervising phone-based fundraising or telemarketing.

Equipment

Required	Possible
Personal computer and standard office equipment.	Knowledge of automated telemarketing systems and Raiser's Edge program

Working Conditions

Usual	Special
Normal office environment	Flexible work hours. Some nights and weekend work required.

Supervision

Received	Given
General supervision from supervisor	Direct supervision of student caller and assigned staff

Accuracy

Proficiency in all phases of the duties performed.
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Security Sensitive

Specific job requirements or physical location of some positions allocated to this classification may render the position security sensitive, and thereby subject to the provisions of section 51.215 Texas Education Code.

Internal Control

Within the scope of position duties, responsible for seeing that operations are effective and efficient, assets are safeguarded, reliable financial data is maintained, and applicable laws, regulations, policies, and procedures are complied with.