

POSITION DESCRIPTION

Position Title: SJSU Student Call Center Senior Team Lead
Department: Tower Foundation of San Jose State University
Reports To: Assistant Director of Digital Philanthropy
Salary: \$22 per hour
Exempt Status: Part-Time, Non-exempt, Non-benefited (20 hours per week)
Posting Date: August 7, 2023

Location and Contact Person:

Student Call Center, Clark Hall, 305 – **Contact: Jason Brown at (408) 924-1190 or jason.brown@sjsu.edu**

Hours:

Calling hours: Monday - Thursday 5:45 - 9:00 pm, Sunday 1:00 pm - 5:00 pm
Call Center operates from August through June

Job Summary: The primary purpose of this position is to lead our team of student callers under the supervision of the Assistant Director of Digital Philanthropy. This person will directly lead our team of students during the shift and help coordinate all tasks necessary for running a successful shift. This is a great opportunity for someone looking to get their foot in the door for a career in fundraising.

Duties & Responsibilities:

- Under the supervision of the Assistant Director of Digital Philanthropy, sets up the call center before sessions, including nightly calling assignments; leads nightly warm-ups and encourages full team participation; Assists with providing callers with training and refreshers on up-to-date calling strategies.
- Assists in keeping callers on task, motivating callers, monitoring caller success throughout the shift, and changing calling assignments as appropriate.
- Assists with setting up calling projects, tracking data and results of calling efforts, and making sure the team is on track for semester goals
- Assists with recruiting, hiring, and training procedures for the new caller onboarding process
- Under the direction of the Assistant Director of Digital Philanthropy, follows end-of-shift closing procedures.
- Ability to communicate Call Center policies and Tower Foundation policies. Provides regular feedback, both positive and constructive, to all callers.
- Track and update point system for awarding the weekly top caller prize or other incentive programs.
- Assist in monitoring that the language and attitude in the call center are appropriate while students are calling. Helps with maintaining a clean working and organized environment for callers.
- Assist with creating the weekly schedule; helps with monitoring call center supplies and ensure timely replenishment.
- Trained by the Assistant Director of Digital Philanthropy to be able to answer caller questions regarding various campaigns and fundraising strategies.
- Assists in maintaining a positive working environment and working cohesively with callers and supervisors.
- Assists with coordinating digital philanthropy outreaches, including recording and sending ThankView videos, operating the texting platform, and assisting the Assistant Director of Digital Philanthropy with crowdfunding and Day of Giving efforts as needed.

Job Requirements:

- **Preferred:** One (1) year of experience as a student caller and/or experience in telemarketing.
- **Alternatively:** Two (2) years of retail, restaurant, hospitality, sales, or customer service experience.
- One (1) year of experience as a team lead, shift lead, supervisor, or other leadership experience.
- Must be available to work all 5 shifts, 20 hours per week.
- Must possess strong communication, leadership, and interpersonal skills.