Position Description for Phonathon Ambassadors

SPRING 2013

Primary Responsibility
A Phonathon Ambassador will place telephone calls to constituents of the College to:
1. Solicit Annual Fund contributions
2. Update information

Student callers serve as ambassadors for Virginia Wesleyan College (VWC) and as such must represent the College in a positive manner. Record keeping relating to each call will be handled in an efficient way with close attention to detail.

Qualifications
- VWC Student Status (undergraduate students must be enrolled in at least 6 credit hours)
- Excellent communication skills and proper telephone etiquette
- Well-organized and dependable
- Perceptive to good work ethic and job responsibilities
- Enthusiastic and confident with a demonstrated positive attitude
- A genuine commitment to VWC
- Legible handwriting and good record keeping skills

Orientation and Training
A paid training program is required. This gives student callers the opportunity to learn about the history of VWC and to receive an overview of college fundraising. It will also thoroughly explain every aspect of the Phonathon.

Salary
Phonathon Ambassador - $8.25/hour plus performance incentives! The Phonathon is not a work-study position.

Hours
Student callers are required to work a minimum of three nights per week. The maximum work week is four nights. Scheduled calling nights will be presented to student callers at the beginning of each semester. It is the caller’s responsibility to select their calling nights and abide by them.

Sunday 6:00 p.m. – 9:00 p.m. (various Sundays)
Monday 6:00 p.m. – 9:00 p.m.
Tuesday 6:00 p.m. – 9:00 p.m.
Wednesday 6:00 p.m. – 9:00 p.m.
Thursday  6:00 p.m. – 9:00 p.m. (various Thursdays)
All student callers should arrive to work 5 minutes early in order to clock-in on time.

**Length of Assignment**

Students are appointed on a Semester basis. *Spring Phonathon: February 4th – May 7th*; Student callers may be invited to return for additional semesters with advance notice from their supervisor.

**Working Location**

Godwin Hall, 2nd Floor, Office of College Advancement

**Attendance Policy**

Termination of employment may result after two unexcused absences or excessive tardiness.

**Supervision**

The Assistant Director of Annual Giving (Melissa Snyder) will be the primary supervisor during Phonathon. Once a week, student callers will be supervised by the Director of Annual Giving (Kristin Williams), Associate Vice President of College Advancement (Suzanne Savage), Director of Special Projects (Lori McCarel), Director of Leadership and Giving (Mary Kate Andris), and Director of Alumni Relations (Lina Green).

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**Students hired for the position of Phonathon Ambassador will receive a contract agreement with a detailed description of the responsibilities and duties they must uphold. Unprofessional-like behavior or any violation of this contract will result in the form of a write-up or immediate termination.**