



**Summary:** Phonathon callers contact Reed alumni and parents to update them on campus events, answer questions, provide information about the annual fund, and solicit gifts in support of Reed students and faculty. Dollars raised from phonathon support everything from keeping the lights on in the library to financial aid scholarships.

**Reports to:** Associate & Assistant Directors of the Annual Fund and phonathon managers

**Hours available:** 6 – 15 hours per week. Flexible schedule.

**Specific Duties Include:**

- Use DialVision calling software to call alumni and parents.
- Speak positively and confidently about Reed and the annual fund to assigned prospects.
- Make a clear, strong case for financial support during every phonathon call.
- Use specific ask amounts as noted in DialVision or as directed by phonathon managers.
- Handle objections and difficult conversations with grace and control.
- Provide balanced information on campus events and Reed life.
- Follow established procedures on assignment of call outcomes and use of call notes.
- Write personal notes to donors for all pledges of \$500 or more or any pledge from a graduate of the past three years.
- Write other personal notes on a case-by-case basis.
- Immediately report any problems or mistakes to phonathon managers.
- Maintain good attendance and work a minimum of six hours a week.
- Maintain all personal constituent information seen and heard at phonathon, or in the Office of College Relations, confidential<sup>1</sup>.

**Schedule and Shift Details:** Call stations are taken on a first come, first serve basis – callers do not need to sign up for shifts ahead of time. Preference is always given to callers who intend to work the full scheduled shift.

Callers must work a minimum of six hours a week. Hours missed in one week must be made up the following week. Failure to make up missed hours will result in ineligibility for incentive increases. Ongoing or excessive poor attendance may result in ineligibility for re-hire.

**Wages:** Wages for new callers start at \$9.05 per hour. Raises are assessed for returning callers based on performance and attendance. Snacks and meals will be provided on occasion, as well as various incentives for achievement of phonathon goals and initiatives.

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<sup>1</sup> Failure to maintain full confidentiality is a violation of the honor principle and will result in immediate dismissal from phonathon.