AUBURN
Human Resources

Supv, Call Center
Job Description

JOB INFORMATION

Job Code	OA37
Job Description Title	Supv, Call Center
Pay Grade	UA04
Range Minimum	$48,070
33rd %	$54,480
Range Midpoint	$57,690
67th %	$60,890
Range Maximum	$67,300
Exemption Status	Exempt
Approved Date:	1/1/1900 12:00:00 AM
Legacy Date Last Edited	1/26/2017

JOB FAMILY AND FUNCTION

Job Family:	University Advancement
Job Function:	Engagement, Annual Giving, & Campaign

JOB SUMMARY

Supervises the calling program for the Office of Development Annual Giving.

RESPONSIBILITIES

- Supervises student callers to ensure quality of calls, accurate coding, complete PCI compliance and precise pledge and credit card procedures are followed.
- Produces nightly reports for calling shifts and informs constituencies of pledges and gifts the following day. Appropriately responds to all comments and informs constituencies of major gift leads.
- Oversees data loads into calling software and strategically plans calling segments and calling schedules.
- Reviews and uploads weekly new major donors and special handling code blocks. Ensures automated weekly data loads are executed correctly from IMS.
- Collaborates with Auburn Records for the most efficient method for updating demographic changes identified.
- Directs all pledge fulfillment and writes pledge fulfillment letters and emails.
- Writes scripts and fact sheets for callers based on updated information received from quarterly requests from constituencies.
- Organizes student work schedules and tracks timekeeping hours.
- The nature of this role is highly externally focused, requiring frequent travel and meetings on and off campus during regular and non-traditional business hours, and is therefore expected to operate with high-levels of autonomy.

The responsibilities listed above show the typical duties for jobs in this classification. Actual tasks may differ depending on the department's needs. Other similar duties may be assigned with discretion of the supervisor. Not every duty will apply to every position, and the amount of time spent on each task can change based on department needs.

SUPERVISORY RESPONSIBILITIES

Supervisory Responsibility	May supervise employees but supervision is not the main focus of the job.

MINIMUM QUALIFICATIONS

To be eligible, an individual must meet all minimum requirements which are representative of the knowledge, skills, and abilities typically expected to be successful in the role. For education and experience, minimum requirements are listed on the top row below. If substitutions are available, they will be listed on subsequent rows and may only to be utilized when the candidate does not meet the minimum requirements.

MINIMUM EDUCATION & EXPERIENCE

Education Level	Focus of Education		Years of Experience	Focus of Experience	
Bachelor's Degree	no specific discipline	and	1 year of	experience in call center fundraising and communications.	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Knowledge of fundraising programs, marketing strategies, data gathering, and management techniques.

MINIMUM LICENSES & CERTIFICATIONS

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Desired	
None Required.				

PHYSICAL DEMANDS & WORKING CONDITIONS

Physical Demands Category:	Other

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Standing			X			
Walking			X			
Sitting					X	
Lifting	X					
Climbing			X			
Stooping/ Kneeling/ Crouching			X			
Reaching			X			
Talking					X	
Hearing					X	
Repetitive Motions				X		
Eye/Hand/Foot Coordination				X		

WORKING ENVIRONMENT

Working Condition	Never	Rarely	Occasionally	Frequently	Constantly
Extreme cold		X			
Extreme heat		X			
Humidity		X			
Wet		X			
Noise		X			
Hazards		X			
Temperature Change		X			
Atmospheric Conditions		X			
Vibration		X			

Vision Requirements:

Ability to see information in print and/or electronically.