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## Auburn University Job Description

Job Title:	<b>Supv, Call Center</b>	Job Family:	No Family
Job Code:	<b>OA37</b>	Grade 31:	\$31,300 - \$52,100
FLSA status:	Exempt		

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### Job Summary

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

### Essential Functions

1. Supervises student callers to ensure quality of calls, accurate coding, complete PCI compliance and precise pledge and credit card procedures are followed.
2. 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.
3. Oversees data loads into calling software and strategically plans calling segments and calling schedules.
4. Reviews and uploads weekly new major donors and special handling code blocks. Ensures automated weekly data loads are executed correctly from IMS.
5. Collaborates with Auburn Records for the most efficient method for updating demographic changes identified.
6. Directs all pledge fulfillment and writes pledge fulfillment letters and emails.
7. Writes scripts and fact sheets for callers based on updated information received from quarterly requests from constituencies.
8. Organizes student work schedules and tracks timekeeping hours.

### Supervisory Responsibility

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

*The above essential functions are representative of major duties of positions in this job classification. Specific duties and responsibilities may vary based upon departmental needs. Other duties may be assigned similar to the above consistent with the knowledge, skills and abilities required for the job. Not all of the duties may be assigned to a position.*

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### Minimum Required Education and Experience

	<u>Minimum</u>	<u>Focus of Education/Experience</u>
<b>Education</b>	Four-year college degree	Bachelor's degree required - no specific discipline
<b>Experience (yrs.)</b>	1	Experience in call center fundraising and communications.

#### **Substitutions allowed for Education:**

Indicated education is required; no substitutions allowed.

#### **Substitutions allowed for Experience:**

Indicated experience is required; no substitutions allowed.

#### **Minimum Required Knowledge**

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

#### **Certification or Licensure Requirements**

None Required.

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### Physical Requirements/ADA

No unusual physical requirements. Requires no heavy lifting, and nearly all work is performed in a comfortable indoor facility.

Externally imposed deadlines; set and revised beyond one's control; interruptions influence priorities; difficult to anticipate nature or volume of work with certainty beyond a few days; meeting of deadlines and coordination of unrelated activities are key to position; may involve conflict-resolution or similar interactions involving emotional issues or stress on a regular basis.

Job frequently requires sitting, talking, hearing, handling objects with hands, .

Job occasionally requires standing, walking, reaching, climbing or balancing, stooping/kneeling/crouching/crawling, and lifting up to 25 pounds.

Vision requirements: Ability to see information in print and/or electronically.

Date: 1/26/2017

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