

PHONATHON COORDINATOR (PART-TIME)

Department: Office of Advancement

Reports To: Annual Giving Manager

Position Purpose: Works with Annual Giving Manager to set goals and objectives for all aspects of Phonathon and implement those goals and objectives. Hours would be 20 – 29 hours a week.

Essential Responsibilities:

1. Oversee the Phonathon program including recruitment, hiring, training, scheduling and evaluations of students. Monitor Phonathon progress and goals and plan revisions as necessary.
2. Help develop strategies and goals pertaining to the Phonathon program that support the overall goals and strategies for the Annual Giving programs.
3. Help design and oversee production and timely mailing of Phonathon materials.
4. Oversee and manage the caller incentive program.
5. Ensure that Phonathon constituent data is updated and communicated to Development Services.
6. Track and report Phonathon statistics and metrics.
7. Work closely with Annual Giving Manager to ensure accuracy of reports and data regarding the Phonathon its donors.
8. Provide weekly forecasting and Phonathon projections to Annual Giving Manager

Essential Qualifications:

- A bachelor's degree from a college or university.
- Possess a clear understanding and personal commitment to North Park University's mission of Christian higher education.
- An ability to communicate effectively (oral and written) with students, administrators, faculty, staff members, and outside constituencies.
- An ability to coordinate multiple tasks and handle periods of pressure and stress.
- An orientation to detail and precision.
- Intermediate personal computer skills, including routine database activity (preferably Raiser's Edge), and Microsoft Office programs (i.e. an aptitude sufficient to maintain records and schedule tasks.)
- Able to work in the evening beginning at 5:00pm.
- Prior experience in phonathon programs preferred

NOTE: Nothing in this job description restricts the supervisor's right to assign or reassign duties and responsibilities to this job at any time.