

WARTBURG COLLEGE
POSITION DESCRIPTION

Title of Position: Annual Giving Knightcallers Manager

Date Posted: January 2016

Function of Position:

Responsible to the Assistant Director of Annual Giving for hands-on management of the student phonathon program. Will also assist with strategic planning for development and execution of multi-channel solicitation strategies.

Duties and Responsibilities:

1. Assist with the overall segmentation strategy and goal setting for the phonathon program in support of Annual Giving goals. (5%)
2. Prepare training materials, scripts, motivational strategies, and timeline to support the segmentation strategy and reach the goals of the phonathon program. (5%)
3. Manage the day-to-day operations of the student phonathon program. (60%)
 - a. Recruit, interview, hire, and train approximately 40 student callers and manage their employment.
 - b. Directly supervise 8 weeks of calling shifts in the fall semester and 11 weeks of calling shift in the spring semester.
 - c. Track phonathon program progress both nightly and overall against measurable outcomes. Analyze results of program and formulate methods for improvement.
 - d. Manage and troubleshoot the automated calling system as needed.
4. Work with Assistant Director of Annual Giving to plan, develop, and execute direct mail and email strategies for solicitation, stewardship, pledge and matching gift fulfillment, and donor retention while not actively managing phonathon program. (20%)
5. Assist in preparation of materials for the Tower Society program, Booster Club program, and Annual Giving programs. (10%)
6. Perform other duties as assigned and pursue ongoing professional development.

Supervision:

Employee works closely with other Annual Giving staff members to develop strategies and proceeds independently, working towards established objectives.

Qualifications:

Requires a Bachelor's degree from an accredited college/university and two years of experience in development or a related area. Strong preference given to experience in non-profit call center either as a manager or caller. Skills required include an understanding and appreciation of philanthropy; strong written and communication and analytical skills; aptitude and experience with computers and technology needed to meet objectives; ability to organize and prioritize multiple work assignments; ability to lead others in a team environment; and a strong appreciation for the liberal arts college and mission.

Hours:

This is a ten month position (August-May) This position requires evening and weekend hours for 8 weeks in the fall semester and 11 weeks in the spring semester, maintaining a Sunday – Thursday schedule of (1pm – 10pm). Hours not during the fall and spring calling sessions will be Monday-Friday. (8am-4:30pm)

Application Procedure:

Send letter of interest, including a statement regarding qualities you offer within the context of the Wartburg College mission, résumé, and contact information for three references electronically to: hr@wartburg.edu. See www.wartburg.edu for further information about the college. Screening begins immediately and continues until position is filled.

Wartburg College is a selective liberal arts college of the ELCA, nationally recognized for community engagement. As an affirmative action, equal opportunity institution, Wartburg College actively seeks applications from women and members of ethnic and minority groups.