



## JOB DESCRIPTION

**Job Title:** Development Call Center Manager

**Department:** Development and Alumni Relations

**Title of Immediate Supervisor:** Associate Director of Alumni & Parent Relations and Annual Support

**FLSA:** Exempt      **FTE:** 1.0

**Revision Date:** June 2017

**Account Number:** 01-62610-00000-00-000-

**Date Hired:**

**Name:**

**Signature:**

### Occupational Summary:

The mission of the Office of Development and Alumni Relations is to inform external constituents of the College's mission and goals; to involve them as volunteers in fulfilling the mission; and to inspire them to invest their time, talent, and treasure in support of the College's goals and aspirations.

The Development Call Center Manager will be responsible for administering an effective and dynamic calling program as a strategic part of Beloit's Annual Giving and stakeholder engagement programs. The Development Call Center Manager reports to the Associate Director of Alumni & Parent Relations and Annual Support, and oversees all operations of the calling program. The DCCM oversees the calling programs that secure contributions of time, talent, and treasure to support the college, as well as conduct event registration drives, thank-you calling, and other outreach that advances the mission of Development & Alumni Relations. Other key duties include supervising and directing Student Shift Managers; participating in the planning and execution of the Call Center's component of the overall Alumni & Parent Relations and Annual Giving strategies; and hiring, training, scheduling, and evaluating student callers.

### Characteristic Duties and Responsibilities:

1. Oversee all aspects of the Beloit College calling program, including the recruitment, hiring, scheduling, training, evaluation, retention, and supervision of the student callers; participate in the planning and implementation of a developmental model of student employment to enhance the eventual pipeline of development professionals.
2. Manage the call center, including staffing regular weekend and evening calling cycles.
3. Generate content for specific scripts across message and market segments consistent with the Alumni & Parent Relations and Annual Giving strategies.
4. Query and export data from CRM (currently Raiser's Edge), prepare message and market segmentation and call lists consistent with DAR Master Communications Calendar.
5. Assign call list, run weekly demographic change and response reports for import to DAR CRM.
6. Prepare daily, weekly, monthly, quarterly, and annual reports of call center performance to review and analyze program and caller performance.
7. Prepare program projections, benchmarks, and progress toward goal with APRAS and DISA team members.
8. Prepare and send pledge reminders/invoices at regular intervals; review pledge fulfillment rates and ensure timely write-offs of unfillable pledges.
9. Prepare and execute comprehensive stewardship plan for call center-generated philanthropy.
10. Provide skills and procedural training to student callers, and conduct regular, ongoing training refreshers throughout the calling cycle; ensure consistency and quality of call through regular monitoring and one-on-one coaching to discuss performance metrics and outcomes.
11. Plan and coordinate caller incentive programs for performance and retention.
12. Conduct semester- and year-end evaluations of student callers to identify professional recruitment opportunities within DAR.
13. Provide support for major DAR events, including Beloit Days, Reunion, Showcase, etc.; other duties as needed.

**Credentials and Experience:**

1. Bachelor degree, or combination of high school diploma and relevant experience.
2. Experience in customer service preferred.
3. Experience in a call center environment preferred.
4. Experience in fundraising, telephone solicitation programs, or marketing preferred.
5. Experience working with Customer Relationship Management (CRM) solutions, and call center software preferred.

**Knowledge, Skills, and Abilities:**

1. Strong leadership skills and the ability to supervise and motivate a team to achieve goals.
2. Additional advanced computer skills required including experience with Microsoft Windows and Office systems.
3. Ability to gather and interpret data and to inform program planning and evaluation.
4. Ability to handle multiple tasks simultaneously, set priorities and work under pressure. Includes diplomatic skills, good memory, and organization skills.
5. Exceptional ability to communicate effectively, both in writing and orally, with a wide variety of constituencies, including trustees, faculty, staff, students, and the public.
6. Ability to work with limited supervision, take initiative, think critically, and solve problems.
7. Capacity to produce consistently accurate results with meticulous attention to detail.
8. Excellent interpersonal skills; adept at listening, anticipating, and responding to the needs of individual employees while maintaining a high level of team achievement.
9. Ability to maintain confidentiality and use tact and discretion in all areas of donor and college relations and to treat this knowledge appropriately and with professionalism.
10. Flexibility and willingness to adapt to changing activities, expectations, and responsibilities.
11. Ability to work consistently on evenings and weekends.
12. Ability to develop, and to contribute to, learning and work environments welcoming to people from a diverse variety of backgrounds and experiences.
13. Flexibility and willingness to adapt to changing activities, expectations, and responsibilities.
14. Excellent problem solving skills, with the ability to think critically, effectively prioritize, plan, and organize multiple tasks and projects and meet set deadlines without immediate and constant supervision.
15. Knowledge of customer service standards and the ability to communicate effectively with faculty, administrators, staff, students, families of students, prospective students, their families, and the public.
16. Willingness to look for improvements in personal and office performance and initiate proposals which enhance the work of the office.

To apply send cover letter, resume, and the contact information of three professional references to: [BCMGrCallCtr@beloit.edu](mailto:BCMGrCallCtr@beloit.edu). Review of applications will begin immediately and continue until the position is filled. Additional information can be obtained by visiting our website at [www.beloit.edu](http://www.beloit.edu).

The intent of this job description is to provide the general nature and level of work required of employees who are assigned to this classification and shall not be constructed as an all-inclusive list of duties and responsibilities. Employees may be instructed to perform job-related duties and responsibilities other than those specifically presented in this description.