

Call Center Representative

Working Title: Call Center Representative
Reports To: Regetta Spearman, Call Center Manager
Work Location: C.H. Moore Building, Room B7-8 (Aggie Call Center)
Name of Department: Office of Annual Giving (University Advancement)
Telephone Numbers: (336) 285-4726 (Manager's Line) (336) 256-0831 (Aggie Call Center)
Manager Office Hours: Monday – Friday 9:00a – 6:00p;
Sunday by appointment only

Job Overview:

The Call Center Representative is responsible for reaching the call center goals by communicating the value of the University's mission, raising the University's alumni participation rate, acquiring financial support, serving as a resource to the University's constituency and establishing a rapport with the N.C. A&T State University family. Call Center Representative responsibilities include soliciting contributions to support the University via telephone.

Qualifications:

- Excellent interpersonal skills
- Great communication skills
- Professional telephone etiquette
- Energetic team player
- Must maintain a positive attitude and work ethics
- Must be a student enrolled in N.C. A&T
- Must be able to work required shifts

Duties:

- Adhere to call center's policies and procedures
- Solicit gifts in a professional manner from assigned calling segments
- Achieve individual goals
- Complete assignments in a timely manner
- Accurately update alum records
- Stay up to date with the university's current events
- Keep workstations neat and organized

Work Requirements:

All callers must be available to work a minimum of three shifts per week including two Sundays per month.

Work Schedule:

Sunday: 4:00pm – 8:00pm

Monday – Thursday: 5:15pm – 8:30pm

Approximate time commitment: 10.5 hours per week

Wages:

A Call Center Representative's starting wage is \$9.50/hr. Wage increases are based upon performance and fund availability. Paychecks are issued bi-weekly.