Job Profile

Job Profile Name:	Phonathon Caller
Job Code:	CADB-00020
Employee Group:	AMUSE Casual

Job Summary:

Under the direction of the immediate supervisor, the incumbent may perform some or all of the listed general administration functions. These functions are of moderate complexity and the incumbent performs them using established instructions.

Typical Functions:

1. Using established scripts, contacts alumni and parents of McGill students with the aim of securing donations for the McGill Fund and meeting established performance goals.
2. Provides information and answers questions regarding the University's fundraising and academic initiatives. Some inquiries may require further research into the topic and escalation to the Phonathon Calling Team Lead or Phonathon Manager.
3. Collects and enters donor data and responses into the internal database.
4. The list of functions outlined above is representative and not a complete and detailed list of tasks which may be performed by an incumbent.

Minimum Education, Certification and Experience:

- High School Diploma with one year of relevant experience in the field of work