Job Profile

Job Profile Name:	Phonathon Tracer
Job Code:	CADB-00021
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. Conducts research and traced McGill alumni with whom the University has lost contact due to outdated or inaccurate contact information.
2. Using established scripts, contacts alumni with the aim of obtaining up-to-date contact information and meet established performance goals.
3. Provides information and answers questions regarding the University's engagement and academic initiatives. Some inquiries may require further research into the topic and escalates to the Phonathon Tracing Team Lead or Phonathon Manager.
4. Collects and enters updated donor data and responses into the internal database.
5. 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