Job Profile

Job Profile Name:	Phonathon Calling Team Lead
Job Code:	CADC-00018
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 high complexity and the incumbent performs them using general instruction.

Typical Functions:

1. Organizes and monitors fundraising activities of a team in a call center setting.
2. Compiles and tracks callers' incentives, statistics from shift and other data points in Excel reports.
3. Reviews and makes necessary corrections of donor data in internal database.
4. Assists in the training of callers and provides feedback to callers on call quality.
5. Acts as a resource person to resolve issues that may arise during caller shifts and communicates issues to the Phonathon Manager.
6. May be asked to perform some tasks of the Phonathon Caller.
7. 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 two years of relevant experience in the field of work