

Job Profile

Job Profile Name:	Phonathon Tracing Team Lead
Job Code:	CADC-00019
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 tracing activities of a team in a call center setting.
2. Compiles and tracks Phonathon Tracers' 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 Phonathon Tracers and provides feedback on the quality of their calls and on how to efficiently find contact information through internet research.
5. Acts as a resource person to resolve issues that may arise during tracing shifts and communicates issues to the Phonathon Manager.
6. In addition to the above tasks, may be asked to perform tasks of the Phonathon Tracer.
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