



**University of Texas at El Paso
Job Description**

Job Code: 9033
Job Title: Phone Center Coordinator
Department: Alumni Relations Office
Reports To: In accordance with specific departmental policies
FLSA: Non-Exempt
Prepared by: Human Resource Services
Creation/Revision: December 14, 2010

Summary: Supervises and coordinates activities of student telephone ambassadors placing calls to alumni and donors to solicit donations, update contact information and invite to special events.

Note: The primary accountabilities below are intended to describe the general content of and requirements of this position and are not intended to be an exhaustive statement of duties. Incumbents may perform all or some of the primary accountabilities listed below. Specific tasks or responsibilities will be documented in the incumbents' performance objectives as outlined by the incumbents' immediate supervisor or manager. This position is security-sensitive and subject to Texas Education Code §51.215, which authorizes the employer to obtain criminal history record information. Must possess a valid driver's license issued by the State where the applicant resides and must be insurable as defined in the UT System BPM 16-05-02, as applicable to the performance of essential duties and responsibilities of the position.

Statement of Duties and Responsibilities:

Responsible for overall daily operation of the UTEP Phone Center to include data preparation for the call shift as well as supervision and the running of the nightly calling reports.

Motivates, coaches and mentors UTEP Phone Center student telephone ambassadors by creating and implementing incentive programs as well as providing feedback and training to ensure successful caller performance.

Creates all regular and special reports related to the UTEP Phone Center. Develops and monitors annual program budget, monitors expenses and revenue, and analyzes the return on investment of fundraising strategies.

Work with the Assistant Vice President for the Alumni and Constituent Relations to create a coordinated calling calendar to enhance our direct mail campaigns.

Ensures annual fundraising goals and objectives are met, and monitors forecasts for annual giving sources while keeping abreast of current trends and methods of solicitation techniques.

Develops calling schedules and scripts based on anticipated events/activities throughout the academic year.

Monitors productivity of telephone ambassadors by generating reports that quantitatively analyze data and results.

Continuously evaluate the success of the UTEP Phone Center and implement changes as necessary.

Participates in select alumni sponsored events, such as pre-game parties, homecoming and projects as shall be deemed necessary to support the broader goals of the alumni office.

Maintains a high degree of confidentiality on all sensitive information this position is privy to.

Knowledge of all Microsoft Office software and able to learn and use institutional software systems.

Complies with all State and University policies.

Other duties may be assigned.

Supervisory Responsibilities: Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training telephone ambassadors; planning, assigning, and directing work; appraising performance; addressing complaints and resolving problems including termination.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



Minimum Education required: Bachelor's degree from four year college or university within area of assigned responsibility.

Minimum Experience required: Two years related experience and training. Must have the ability to work well in a fast paced environment, possess excellent business acumen, and be highly organized and detail-oriented. Must possess outstanding communications skills (verbal and writing), presentation skills, and experience in training staff. Computer knowledge with area of assigned responsibility preferred. This position requires that the incumbent become quickly operational in the use of DialVision, a telemarketing software. In addition, position requires use of a development database. Proficient in MS Office Suite and internet savvy and skilled with technology.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to feel; reach with hands and arms; and talk or hear. The employee is occasionally required to stand; walk; sit; climb or balance; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and move up to 25 pounds.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate to loud.