



Canisius College Office of Annual Giving & Stewardship
Graduate Assistant: Job Description and Expectations
Interested applicants should submit resume and cover letter to:
Brandon Bielecki, Assistant Director, Annual Giving & Stewardship
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Job Summary:

The Graduate Assistant of the Office of Annual Giving & Stewardship plays an important role in the continuing development of the college's annual fund program. The Graduate Assistant handles the day-to-day operation of the Annual Giving & Stewardship Engagement Center including managing, motivating, training and supporting student callers in the Canisius College Engagement Center in conjunction with the Assistant Director of Annual Giving & Stewardship, as well as various additional fundraising and development initiatives. The Graduate Assistant reports directly to the Assistant Director of Annual Giving & Stewardship.

I. Responsibilities:

- A. Hire/train of 30-35 Engagement Center student callers and four (4) student managers (10%)
 - i. Advertise Engagement Center openings and recruit potential callers
 - ii. Conduct interviews in phone, individual, and group settings
 - iii. Maintain a full staff roster with additional hiring's throughout the year as needed
 - iv. Train callers through orientation sessions, individual training, and active role playing with the assistance of the assistant director of Annual Giving & Stewardship as well as the student managers
 - v. Promote student callers into student manager roles
 - vi. Train student managers to take on responsibilities involving progress reports, motivation tools, caller evaluations, and other tasks as needed
- B. Plan and supervise Engagement Center shifts (75%)
 - i. Develop and implement Engagement Center policies
 - ii. Go over nightly goals and expectations each night to student callers
 - iii. Create/maintain caller schedules
 - iv. Work with assistant director to create strategic calling calendar
 - v. Assist callers and volunteers as needed
 - vi. Handle ineffective or difficult callers or managers
 - vii. Address and resolve isolated incidents in the Engagement Center
 - viii. Complete formal and informal caller/manger evaluations for each employee several times per semester
 - ix. Provide nightly coaching to individual callers in regards to strengths and weaknesses
 - x. Maintain communication with assistant director, especially in regards to any Engagement Center issues
- C. Implement Motivational Tools (5%)
 - i. Provide motivation for 30+ students callers to reach individual and group goals
 - ii. Implement (edit as needed) the Griff Points system in the Engagement Center
 - iii. Maintain positive atmosphere in Engagement Center

- iv. Recognize success of individuals and collective whole

D. Maintain Engagement Center and Texting Reporting (10%)

- i. Pull and maintain accurate reporting from each call night
- ii. Oversee general upkeep of Engagement Center including equipment, desks and kitchen area
- iii. Communicate with assistant director on data discrepancies and issues with data
- iv. Adjust Call Center goals as needed to meet the goals of the Canisius Fund as a whole
- v. Communicate with Ruffalo Noel Levitz Customer Service as needed/requested
- vi. Correspond with the assistant director regarding students evaluations
- vii. Meet with assistant director and director as needed/requested
- viii. Attend bi-weekly Annual Giving & Stewardship staff meetings and report on call center progress
- ix. Oversee pledge fulfillment process including but not limited to pledge reminder mailings and e-solicitations

E. Additional capacities:

- i. Attend various events and venues as requested by the assistant director
- ii. Engage in solicitations of alumni, parents, businesses, and friends as requested by assistant director
- iii. Maintain positive relations with volunteer callers
- iv. Assist with various administrative duties/mailings within the Annual Giving & Stewardship office

II. Expectations:

- A. Exhibit enthusiasm in support of Canisius College and the willingness to share it with others
- B. Be honest, genuine, and warm in contact with others
- C. Possess outstanding organizational skills and attention to details
- D. Possess strong communication skills both written and oral
- E. Be an effective and efficient leader/manager
- F. Possess the ability to motivate others
- G. Develop and enforce Engagement Center policies and procedures
- H. Possess the ability and willingness to remain current with relevant issues concerning Canisius that effect the Engagement Center program – capital projects, athletics, etc
- I. Possess the ability to work in a positive team environment

III. Working Hours:

- A. The graduate assistant must work four-five days per week unless otherwise stated by assistant director.
- B. Calling shifts run from 6:30-9:00pm. The graduate assistant must arrive at 5:00pm to organize the call night (arrange calling pools, enter refusals, configure Griff Points, set up games etc) and leave at 9:15pm after calling has ended for the night
- C. The graduate assistant is responsible for attending respective staff meetings with Annual Giving & Stewardship staff, student managers, and the assistant director

IV. Pay:

The graduate assistant will receive a tuition waiver for six classes (18 credit hours)