Canisius College Canisius Fund

Graduate Assistant: Job Description and Expectations

Interested applications should submit resume and cover letter to: Matt Gorczyca, Assistant Director of the Canisius Fund to gorczycm@canisius.edu by Monday, March 5, 2018

Job Summary:
The Graduate Assistant of the Canisius Fund plays an important role in the continuing development of the student caller program. The Graduate Assistant handles the day-to-day operation including managing, motivating, training and supporting student callers in the Canisius College Call Center in conjunction with the Assistant Director of the Canisius Fund. The Graduate Assistant reports directly to the Assistant Director of Canisius Fund.

I. Responsibilities:
   A. Hire/train of 20-25 Call Center student associates and two (2) student managers
      i. Advertise Call Center openings and recruit potential callers
      ii. Interview potential student callers in phone, individual, and group settings
      iii. Hire 20-25 new callers at the beginning of the fall semester, as well as additional callers as they are needed throughout the fiscal year
      iv. Train callers through orientation sessions, individual training, and active role playing with the assistance of the assistant director of the Canisius Fund 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 Call Center shifts
      i. Develop and implement Call Center policies
      ii. Ensure effective leadership of Call Center manager
      iii. Go over nightly goals and expectations each night to student callers
      iv. Create/maintain caller schedules
      v. Create/maintain caller calling pools in Campus Call
      vi. Assist callers and volunteers as needed
      vii. Handle calls with difficult donors
      viii. Handle ineffective or difficult callers or managers
      ix. Address and resolve isolated incidents in the Call Center
      x. Complete formal and informal caller/manger evaluations for each employee several times per semester
      xi. Provide nightly coaching to individual callers in regards to strengths and weaknesses
      xii. Maintain communication with assistant director, especially in regards to any Call Center issues
C. Implement Motivational Tools
   i. Provide motivation for 25+ students callers to reach individual and group goals
   ii. Implement (edit as needed) the Griff Points system in the Call Center
   iii. Maintain positive atmosphere in Call Center
   iv. Recognize success of individuals and collective whole

D. Maintain Call Center and Reporting
   i. Pull and maintain accurate reporting from each call night
   ii. Oversee general upkeep of Call 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

E. Plan and Strategize with Assistant Director
   i. Plan and review calling schedules
   ii. Plan and implement solicitation strategies for specific donor categories
   iii. Represent the needs and issues of the Call Center
   iv. Meet with assistant director and director as needed/requested
   v. Correspond with the assistant director regarding students evaluations

F. 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 Canisius Fund 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 Call Center policies and procedures
H. Possess the ability and willingness to remain current with relevant issues concerning Canisius that affect the Call 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 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

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