Canisius College
Canisius Fund

Graduate Assistant: Job Description and Expectations

Interested applicants should submit resume and cover letter to:
Matt Gorczyca, Assistant Director of the Canisius Fund
gorczycm@canisius.edu.

Job Summary:
The Graduate Assistant of the Canisius Fund 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 Canisius Fund Call Center including managing, motivating, training and supporting student callers in the Canisius College Call Center in conjunction with the Assistant Director of the Canisius Fund, as well as various additional fundraising and development initiatives. The Graduate Assistant reports directly to the Assistant Director of Canisius Fund.

I. Responsibilities:

A. Hire/train of 30-35 Call Center student callers and four (4) student managers (10%)
   i. Advertise Call Center openings and recruit potential callers
   ii. Conduct interviews in phone, individual, and group settings
   iii. Maintain a full staff roster with additional hirings 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 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 (75%)
   i. Develop and implement Call 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 Call 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 Call 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 Call Center
   iii. Maintain positive atmosphere in Call Center
   iv. Recognize success of individuals and collective whole
D. Maintain Call Center and Reporting (10%)
   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
   vi. Correspond with the assistant director regarding students evaluations
   vii. Meet with assistant director and director as needed/requested
   viii. Attend bi-weekly Canisius Fund 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 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 effect 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-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 Canisius Fund staff, student managers, and the assistant director

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