



Queen's Telefundraising Services

Application for Employment – QTS Student Caller 2017-2018 Academic Year

Queen's Telefundraising Services (QTS) is committed to providing excellent on-campus positions, in a dynamic and positive working environment. QTS strives to communicate with alumni in a respectful and professional manner on the telephone to foster a positive culture of giving and lifelong friendship with Queen's University.

Position: QTS Student Caller

Starting Wage: \$12.00/hour with \$0.25 increase each academic year employed with QTS.

Hours of Work: 6-7 hours/week (minimum 2 shifts), Sunday – Thursday

Application Requirements:

- Current Queen's University student
- Available for night shift calling
- Professional and polite verbal communication skills
- Ability to market Queen's donation opportunities to Alumni over the phone
- Telemarketing/fundraising experience an asset

Job Duties/ Caller Objectives:

- Operate and utilize Smart Call software while talking to Alumni/parents
- To create rapport and engage in conversation with each alumnus/parent
- To treat each alumnus/parent with respect and courtesy
- To understand and present Queen's University's need for financial support
- To engage the alumnus'/parents' consideration of a gift and promote participation in the University's fundraising campaigns
- To interpret and accurately record each alumnus'/parents' response to a fundraising appeal
- To adhere to standard business rules and Canada Post standards when performing data entry
- To respect the confidentiality of prospect information and properly maintain and update files on the University's database
- To inform alumni of recent developments on campus and encourage engagement
- To maintain alumni/parent goodwill towards Queen's by responding effectively and sensitively to their concerns or objections
- Assist with any extra calling projects, including but not limited to, reminder calls, thank-you calls, and wrong numbers research.

Please read carefully

*****APPLICATION SUBMISSION INFORMATION*****

- Please attach a **cover letter** and **up-to-date resume** page to this application.
- Please submit your application package to the third floor of the Old Medical Building by no later than **1:00pm, Tuesday, September 12th**. There will be a bulletin board set up for you to sign up for an **interview time slot** later in the week. (See the board for times & location).
- If you are selected as a student caller you will be required to attend two mandatory training sessions. **Part one** of the training sessions will be held on **September 18th and 19th (you must attend ONE of these sessions)**. **Part two** will be held on **September 20th and 21st (you must attend ONE of these sessions)**. All training sessions will be held in the Old Medical Building from 6:00-9:00 pm
- Our first night of active calling will be **Sunday, September 24th, 2017**.

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Please fill out the following information and include it as part of your application package.

Surname:	Given Name(s):
Student #:	Faculty:
Yr. : 1 2 3 4 5 Grad	Major:

Kingston Address

Permanent Address

Street Address:	Street Address:
Postal Code:	Postal Code:
Phone #:	Phone #:
Email Address:	

How did you hear about this position?	
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Please rank the nights in order of preference. Rank #1 is most preferred. A minimum of two shifts per week is required but please rank all five. If you have class on one of the nights please indicate which night you are unavailable. Note: Shifts run 6:00-9:00pm Monday – Thursday and 3:00-6:00pm on Sunday

SUNDAY 3:00-6:00	MONDAY 6:00-9:00	TUESDAY 6:00-9:00	WEDNESDAY 6:00-9:00	THURSDAY 6:00-9:00

Although all effort is made to schedule callers on their most preferred nights, you may be scheduled for shifts that are not your 1st or 2nd. The reason for this is to make sure that we have at least 17 callers at each shift.

If you have any questions, please contact Khalif Savji, Officer, Queen's Telefundraising Services, at 613-533-6000 ext. 77809 or email khalif.savji@queensu.ca