

## **Benefactors' Fund Student Caller Job Description**

The Philanthropy and Alumni Relations team in the Department of Marketing and Communications needs to recruit a group of students to work as temporary part-time telephone fundraisers. The main duties of a telephone fundraiser will include calling graduates, speaking to them about the University and encouraging their support for students at Liverpool today through a donation to the Benefactors' Fund.

Whilst no former experience is required, a positive and enthusiastic approach is essential. If you don't have any telesales experience, fear not, the vast majority of calls are enjoyable and our alumni will be both expecting your call and will be pleased to speak with you.

The work is not just an opportunity for you to earn around your study commitments. More importantly, it will provide you with the chance to enhance your work experience and the quality of your CV, setting you apart from others in the job market. There are some valuable skills to be learnt such as negotiation, diplomacy, communication in a business environment, and last, but not least, the gentle art of persuasion!

### **Essential requirements:**

- \* Current University of Liverpool student with a genuine enthusiasm for the University
- \* Must enjoy speaking to people
- \* Excellent telephone manner
- \* Must have a good working knowledge of the University
- \* Reliable
- \* Flexible
- \* Adaptable
- \* Enthusiastic

### **Hours/dates:**

All successful applicants will be required to attend a compulsory full day of training on Saturday 11 October. The campaign will commence on Monday 13 October and will continue until Thursday 13 November. Calling will take place between 6.00pm and 9.30pm Monday to Thursday and Sunday 5.00pm to 8.00pm. Callers will be required to work at least 2-3 shifts per week.

There is also the opportunity to work on an additional campaign, calling the USA and Canada during night shifts (Monday 17 November – Thursday 20 November).

### **Rate of Pay:**

Basic rate of pay is £8.41 per hour. Callers will be paid for the time spent in training on completion of the campaign.

### **Closing date:**

Closing date for applications is 1pm Thursday 25 September.

### **Interview dates:**

Interviews will be held Wednesday 1 October & Thursday 2 October; you *must* be available to attend a short interview during this time.