

**West Chester University of Pennsylvania
Phonathon Representative - Employment Application**

Name: _____

Date: _____

Major: _____

SS#: _____

School Phone: _____

School Address: _____

Cell Phone: _____

Home Address: _____

Email: _____

City: _____ State: _____ Zip: _____

Employment History:

List any telemarketing/customer service experience first. Then list any other work experience.

Employer Name: _____	
City/Town: _____	
Phone: _____	
Position/Title: _____	Wage: _____
Duties: _____	
_____	Start Date: _____
_____	End Date: _____
Supervisor: _____	
Reason for leaving: _____	

Employer Name: _____	
City/Town: _____	
Phone: _____	
Position/Title: _____	Wage: _____
Duties: _____	
_____	Start Date: _____
_____	End Date: _____
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City/Town: _____	
Phone: _____	
Position/Title: _____	Wage: _____
Duties: _____	
_____	Start Date: _____
_____	End Date: _____
Supervisor: _____	
Reason for leaving: _____	

How many semesters have you attended WCU? _____

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What organizations/activities are you involved in?

What special abilities do you possess that would help you in this job?

How do you manage your time?

What do you know about fundraising?

What nights are you available to work? *(Keep in mind there is a 2 shift minimum and at least one shift a month must be either a Thursday or Sunday. Check all that apply, checking certain nights does not mean that you must sign up for these nights when scheduling)*

- _____ Monday 6:00-9:00
- _____ Tuesday 6:00-9:00
- _____ Wednesday 6:00-9:00
- _____ Thursday 6:00-9:00
- _____ Sunday 3:00-6:00 and 6:00-9:00

Your application will be reviewed and you will be contacted via the e-mail listed below to indicate time and place of your interview. Please list days of the week and times that you would be available. For example: Mondays- 11am-1:15pm and Thursdays- 2pm-4pm. Please list as many days/times as possible.

References:

Please list three (3) references. Limited to one (1) relative and no current WCU students.

Name:	Phone Number:	Occupation:	Relation to You:

(Signature)

(Date)

West Chester University of Pennsylvania
Phonathon Representative
Employment Information – *Tear apart and keep for your records*

The WCU Fund for Student Success, an integral part of WCU's Office of Development, needs Phonathon Representatives to call alumni, parents and friends for support to fund a variety of University needs.

Benefits:

- As a Phonathon representative, you will receive competitive pay, work from a convenient location and be able to choose a work schedule to fit your needs.
- You will develop communication skills that will prove to be invaluable in future employment.
- References will be furnished for you upon request after you leave WCU's Phonathon.

Dates:

- Fall Session: August to May (whenever class is in session)

Times:

- Sunday 3:00 p.m. to 6:00 p.m. and 6:00 p.m. to 9:00 p.m.
- Monday through Thursday 6:00 p.m. to 9:00 p.m. (Additional afternoon hours TBD)
- Friday and Saturday No scheduled hours, but occasional special events

Choosing a Schedule:

- On the application, you may indicate the number of shifts you prefer to work per week. You are required to work a minimum of two (2) shifts per week and at least one (1) Thursday or Sunday a month. If your schedule allows you additional time to work, feel free to work for as many shifts as you like. **Please do not over-extend yourself when choosing shifts!**
- Two weeks prior to each work-week, sign-up sheets will be posted for you to choose when you will work for that time period. It is your responsibility to sign up in advance of the calling nights. You are permitted two (2) call-outs per semester and these will be discussed further during training.

Compensation:

- Hourly wage starts at \$7.25 per hour.
- New callers are required to attend a 1 night training course, which will provide a solid background for you to begin fundraising. Additionally, the caller's first scheduled night of calling will be treated as a 2nd night of training with feedback from supervisors and/or director throughout the evening.
- Students returning for consecutive semesters are **eligible** for a \$0.25 raise upon evaluation.
- Paychecks are issued every two (2) weeks, **but all paperwork must be in to be entered into the system to begin receiving checks.** Payroll runs two (2) weeks behind pay period.

Responsibilities:

- Learn the University's fundraising message and operations.
- Develop excellent listening skills and be able to establish good rapport.
- In your own words, communicate the need for support, field questions and overcome objections. You will have a script to guide you through your calls but it is not meant to be read to our alumni, parents and friends.

- Maintain goals set forth by director (as discussed in training and prior to each calling session).
- Perform all steps of closing a pledge: verifying pledge amount, stressing credit cards and confirming addresses.
- Work with other callers and the Phonathon management team to improve calling techniques; including group participation, call monitoring and involvement in the evaluation process.
- Accurately record all relevant data on pledge cards.
- Prepare pledge cards for mailing and clear workstation for next shift.
- Perform in a professional manner and adhere to attendance and program policies set forth by the director.
- Have fun...you're in college!!!

Sara Cochran, Assistant Director of Annual Giving

Office: Filano Hall

Contact Information: scochran@wcupa.edu or 610-430-4169