

2024/2025 WORK STUDY PROGRAM

JOB POSTING

JOB TITLE: DEVT 1 - Call Centre Assistant (CUPE)

DEPARTMENT NAME: Development

CONTACT NAME: Lauren Stamhuis, Annual Giving Coordinator – Student Calling Program

JOB DESCRIPTION:

Looking to grow your administrative skillset? Do you thrive in a fast-paced, upbeat environment? Enjoy a good free snack and relatively palatable free coffee?

Apply to join the Annual Giving team today and help raise funds to support students, cutting-edge research and other critical campus-wide priorities.

The Student Call Centre Assistant will support the Annual Giving Coordinator – Student Calling Program with a variety of administrative tasks associated the Student Calling Program, which phones over 50,000 alumni and friends of the university each year to solicit their philanthropic support.

Specifically, the individual(s) in this role will:

- Prepare weekly calling shift announcements
- Assist with updates to the student caller onboarding materials
- Support with new caller hiring and training sessions
- Input and update caller HR information
- Track and report on caller performance measures
- Create games and activities to motivate callers
- Monitor caller social media page to answer or triage student caller questions
- Assist with shift scheduling and attendance tracking
- Support with alumni outreach and donor follow-up
- Prepare pledge packages and other print correspondence for mailing to donors
- Other duties as mutually agreed upon

QUALIFICATIONS:

- Proficient in MS Word
- Familiar with MS Excel
- Excellent editing and proof-reading skills
- High attention to detail

APPLICANTS MUST BE ELIGIBLE TO PARTICIPATE IN THE WORK STUDY PROGRAM
For details go to: <http://www.uvic.ca/registrar/safa/work-study/index.php>

JOB LOCATION ON-CAMPUS: Alumni House, Ian Stewart Complex 286
(3964 Gordon Head Rd)

WORK STUDY WAGE: \$18.50/hour (including 4% vacation pay)

DEPARTMENT TOP UP: \$3.50/hour (plus 4% vacation pay)

HOURS AVAILABLE: 150

HOW TO APPLY: Email cover letter and résumé to callingprogram@uvic.ca.