

Phonathon Caller Contract

The following is a list of our expectations of you as a paid representative of Cedarville University through the Phonathon. Your initials beside each indicate that you have read and understand these expectations and agree to abide by them as a member of the Phonathon team.

_____ 1. Phonathon begins in October and ends in March. We will call 4 nights each week (M, T, W, F) from 6:00 – 9:00pm and Saturdays from 10:00am-4:00pm. I understand I will be expected to work a minimum of 2 shifts per week throughout the duration of the Phonathon. I may pick up extra shifts during the week as availability/my schedule allows.

_____ 2. I understand my pay rate starts at \$8.50/\$9.00 per hour; returning callers may receive a raise up to \$.50 per hour each additional Phonathon year.

_____ 3. I understand my attendance is expected. I understand it is my responsibility to find a sub should I need to miss a scheduled shift and to communicate the change to my student supervisor and the Annual Giving Officer. I understand if I miss a shift for which I have scheduled myself without prior approval from the Annual Giving Officer I will be dismissed from my position.

_____ 4. As a representative of Cedarville University, I understand the alumni with whom I speak will expect a high level of professionalism from me. I agree to treat all alumni with courtesy and respect, regardless of whether or not they make a pledge or gift.

_____ 5. I understand I am expected to arrive to Phonathon on time and ready to work for the entire time I am scheduled.

_____ 6. I understand homework, papers, tests, and practices/games are not valid reasons to miss a shift without providing a sub. Examples of excused absences are serious illness for which I seek medical treatment, death in the family, or **unforeseen** emergencies.

_____ 7. I understand if I am unable to continue working with Phonathon, I must provide written notice, which is professional courtesy, at least two days before I intend to work my last shift. I understand by doing so, I will forfeit any and all bonuses I may have accumulated.

_____ 8. I understand my teammates depend on me to fulfill my commitment, and I will be respectful of my teammates at all times.

_____ 9. I understand phones are to be used only for Phonathon calls. Personal long distance calls will not be tolerated and may be cause for termination. I understand the Phonathon Skype accounts are only to be utilized during Phonathon shifts. I agree to refrain from using Phonathon Skype accounts at any time other than when working a Phonathon shift.

_____ 10. I understand I may not have visitors while I am at work.

_____ 11. I understand the information I work with is CONFIDENTIAL and not to be shared with anyone outside the Advancement Division; any breach of this confidence will result in immediate dismissal.

_____ 12. I understand all pledges and gifts are subject to verification; any misinformation such as falsifying a pledge will result in immediate dismissal.

_____ 13. I will not accept personal donations from a donor. If a gift directly to me is offered, I will graciously decline and emphasize the importance of giving to the Cedarville Fund in order to benefit the most students possible.

These guidelines are not unique to the Phonathon. These are guidelines every professional employer will expect of you. They are designed to help us work effectively together and successfully reach our goal.

Questions or comments:

Caller Signature

Date

Annual Giving Officer

Date