

# LONGWOOD UNIVERSITY

## Office of Annual Giving



### *Job Opportunity*

## LANCER LINE CALLER

#### *Description:*

Lancer Line is a great way to show your love of Longwood. With this experience, you are able to exchange stories with our beloved alumni, meet new friends, and simply have fun on the job. By directly working with the Office of Annual Giving, you are serving an active role in helping fuel the effort to propel Longwood forward.

#### *Responsibilities:*

- Calling current and potential donors of Longwood and informing them of the achievements and goals of the university with particular interest to the Longwood Fund. These prospects include Longwood alumni, parents and friends.
- Each call serves three purposes: 1- updating basic contact information, 2-promoting current university endeavors, and 3-asking for the financial support of the university.
- Write quality thank-you notes
- Cultivate positive relationships with constituents with each phone call.
- Perform goals with integrity, professionalism, and Longwood spirit!

#### *Requirements:*

- Dependable
- Positive attitude
- Competitive spirit
- Excellent persuasive skills
- Ability to handle rejection well
- Excellent customer service skills
- Energetic and enthusiastic personality
- Excellent oral and written communication skills
- Ability to make a strong case to support Longwood
- Encompass a general love and appreciation for Longwood
- Read and respond to e-mails and other communications in a timely manner
- Capable of working the same schedule throughout the semester
- Positively represent and promote the Office of Annual Giving
- Lead by example and make a contribution
- Attend required training sessions
- Attend monthly staff meetings as needed

#### *Schedule:*

- Lancer Line operates on a set schedule policy. Shifts are M/W and T/TR from 6:00 p.m. to 9:00 p.m. with rotating Sunday shifts from 4:00 p.m. to 8:00 p.m. Starting the first week of calling, M/W shifts will work the Sunday shift, then the second week T/TR shifts will work the Sunday shift, alternating each week and so on. If there is room in the schedule at any time to work extra hours, callers will have the opportunity to sign up for those additional shifts. This schedule is required.
- Mandatory training is from 6-9 p.m. February 7<sup>th</sup> and 9<sup>th</sup> for the M/W shift, and February 8<sup>th</sup> and 10<sup>th</sup> for the T/TH shift.
- Calling is February 13<sup>th</sup> through March 31<sup>st</sup>. No calling Spring Break March 13<sup>th</sup> through 19<sup>th</sup>.

#### *Pay:*

- Starting at \$7.50 per hour.