

Career Service Authority
Telemarketing Coordinator

Revised Date / /
Revised By Janell Flaig
FLSA Code Non-Exempt
Est. Date 09/16/95

General Statement of Duties

Coordinates and implements a telemarketing membership/donor recruitment program.

Essential Duties and Knowledge, Skill, and Ability Requirements

1. Coordinates and trains contract or temporary employees performing telemarketing responsibilities for the membership/donor recruitment program.
 - *Knowledge of supervisory theories and methods sufficient to be able to perform a variety of supervisory functions.*
2. Organizes supplies, equipment, and phones, and provides new exhibit information for use by telemarketing staff in calling and recruiting new members/donors.
 - *Skill in communicating and presenting factual information related to the work assignment.*
 - *Knowledge of inventory practices sufficient to be able to identify shortages, reorder as necessary, and maintain adequate levels of supplies.*
 - *Skill in understanding and applying oral, written, illustrated or demonstrated instructions.*
3. Reviews work upon completion for adherence to guidelines and standards.
 - *Skill in reviewing work for accuracy and completeness.*
4. Develops the performance evaluation program for functions within the unit, monitors and documents employee performance, provides on-going feedback regarding levels of performance, and formally evaluates employees in relation to performance.
 - *Knowledge of supervisory principles and practices sufficient to be able to establish and implement subordinates' performance evaluation programs.*

5. Performs call back of prospective new members/donors, bookkeeping duties for section, and monitors revenues collected and bonuses to employees.
 - *Skill in communicating and presenting factual information related to the work assignment.*
 - *Knowledge of addition, subtraction, multiplication and division sufficient to be able to monitor budgets and/or provide financial reports.*
6. Performs other related duties as assigned or requested.

Any one position may not include all of the duties listed. However, the allocation of positions to this class will be determined by the amount of time spent in performing the primary duties listed above.

Job Requirements

Level of Supervision

Performs leadwork over contract or temporary employees.

Guidance and Decision Making

Procedures, methods and techniques to be used are well established with options to be considered well defined. Detailed oral and/or written instructions are normally given during the training period. Duties assigned are primarily routinized, repetitive and restricted in intricacy with little or no discretion in how they are carried out. Work product is subject to continual review.

Interpersonal Communications

Contacts with the public or employees where factual information relative to the organization or its functions is received and relayed or a service rendered according to established procedures or instructions.

Physical Demands

Standing: remaining on one's feet in an upright position.

Lifting: raising or lowering an object from one level to another.

Handling: seizing, holding, grasping or otherwise working with hand(s)

Fingering: picking, pinching, or otherwise working with fingers.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Eye/hand/foot coordination: performing work through using two or more.

Vision Requirements

Near Acuity: ability to see clearly at 20 inches or less.
Accommodation: ability to adjust vision to bring objects into focus.

Mental Demands

Mathematical Reasoning
Memorization
Oral Comprehension
Written Comprehension

Working Conditions

Subject to many interruptions
Subject to long irregular hours

Minimum Education

Graduation from high school or possession of a GED Certificate.

Minimum Experience

Two years of experience in telemarketing or fund raising.

Equivalency

A combination of appropriate education and experience may be substituted for the minimum experience requirement.