



**Post Date: April 27, 2021**

**Volunteer Job Title: *Caller - for Community Investment Campaign (CIC)***

**Commitment: *5-10 hours per week***

**Length of Job: *approximately 10 weeks***

### **Position Overview**

*Callers should enjoy talking on the phone and preferably have some experience in this role, specifically making telephone contact and soliciting funds. Approximately 4.5 hours of training will be provided by the Volunteer Recruitment Team regarding the structure and operation of the Campaign, how to respond to frequently asked questions and other relevant information.*

### **Responsibilities**

*Callers are expected to make calls and complete assignments in a timely manner including accurate record keeping and data collection using their personal cell phone and computer with internet access. Callers will be expected to communicate with the Campaign Coordinator, Project Manager and team members as needed. Callers will call owners with the purpose of answering questions and seeking a loan or preferred share commitments or charitable gift and will do so in accordance with training provided. Calls may also be made to prospective individuals and companies seeking donations. Callers will be expected to attend or view 3 training sessions plus attend weekly team calls. Callers will complete a Non-Disclosure Agreement.*

### **Preferred Skills/Abilities (any or all)**

- *Excellent communications skills, primarily phone skills*
- *High comfort level with phone work*
- *Attention to detail*
- *Ability to meet deadlines*
- *Ability and intent to be a team player*
- *Ability to learn quickly*
- *Ability to access and utilize online resources*

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**Other expectations:** *candidates will be asked to watch one or more training videos and/or slide shows. Training may include one or more orientation calls or in person meetings with committee. Every volunteer is required to read and sign a volunteer agreement committing to our code of conduct and confidentiality to protect the privacy of our owner-members.*

**If you are interested in volunteering for this position please complete and submit our application: <https://forms.gle/4DVHBcFLey2sgYrz8>**

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