

## **TELEPHONE FUNDRAISING CAMPAIGN – SPRING 2009**

The UCD Foundation is seeking to appoint a team of undergraduate students as callers for its forthcoming telephone fundraising campaign.

Although no former experience of telephone fundraising is required, a positive and enthusiastic approach is essential. If you have any telesales experience – fear not – the vast majority of calls are enjoyable; alumni will be both expecting your call and pleased to speak with you. Full training will be provided from 6.00 p.m. to 9.00 p.m. on Tuesday 16<sup>th</sup> February and from 6.00 p.m. to 9.00 p.m. on Wednesday 17<sup>th</sup> February and it is compulsory. By the end of the training you will be provided with everything you need to know about telephone fundraising for UCD.

The calling will be conducted from the Call Centre in the Development and Alumni Relations Office, First Floor, Tierney Building, Belfield.

The calling is undertaken in the evenings (6.00-9:00 p.m. Monday to Thursday) and there may be some opportunity to work in the afternoons. You will be expected to work at least two shifts per week between 22<sup>nd</sup> February and 1<sup>st</sup> April, but there is flexibility and you can schedule your time to suit yourself. You will be paid €10.50 per hour.

The calling will take place during the study period in March. There will be flexibility with regard to students who need to travel home during this time. Extra hours will be available for students who choose to work through this period.

Students who have called for their university have found the experience a valuable and useful addition to their CV and the expertise gained helped to set them apart from others in the job market. There are some valuable skills to be learnt such as negotiation, diplomacy, communication in a business environment and last, but not least, the gentle art of persuasion.

Comments from previous callers:

“The training was excellent, I was quite nervous at the thought of telephoning so many people but by the end of the sessions I felt ready for almost anything”

“I was apprehensive about conducting what I thought people would consider as sales calls, so it was a relief to discover that not only was the atmosphere in the call centre relaxed and friendly, but the calls were as enjoyable for the recipients as they were for me.”

“I really enjoyed working on the Telephone Fundraising Campaign. Most of the graduates were very friendly and happy to talk to us, and it was a great opportunity to make new friends in other courses”.

