



Telefund was launched in 1988 to provide an alternative to mainstream telephone fundraising firms. Our mission is to provide our clients more bang for the buck than any other telephone fundraising option. Our clients are limited to those working in the public interest and promoting citizen power. Telefund's past and current clients include American Civil Liberties Union, Amnesty International, ASPCA, the Democratic National Committee, Human Rights Campaign, League of Conservation Voters, and many others.

Call Center Director Job Description:

Telefund's Call Center Directors are responsible for managing caller and support staff for overseeing all day-to-day operations in our call centers with the goal of maximizing calling performance results for our clients.

Job Responsibilities:

- **Recruitment.** Build a team of 50-200 callers by recruiting from within the local community. Interview prospective staff and make hiring decisions.
- **Staff Management.** Teach calling/fundraising skills. Work with your staff in individual and group settings, with a particular eye towards developing leaders. Cultivate a welcoming and motivating atmosphere.
- **Monitor campaign performance.** The directors assess calling numbers every day, and take the action needed to achieve performance goals. They analyze lists, work with supervisors to assign lists to callers, monitor callers and motivate callers with incentives and contests. Directors also manage our clients' campaigns and lists, working independently and with client services staff to coordinate as many as 20 different daily campaigns.
- **Fundraise.** Call eight hours per week, to work with staff on the phones and meet personal fundraising requirements.
- **Administration.** Manage budgets. Manage payroll. Coordinate details. Maintain personnel records.

Qualifications:

Strong communication and motivational skills, work ethic, and desire for political change are essential. Previous fundraising or marketing experience is a plus. College degree is preferred.

Expectations:

Campaign hours can run 60 hours per week, including some work on weekends. Good teamwork and a positive attitude are critical.

Salary/Benefits:

Target annual salary for Call Center Directors commensurate with experience. Staff may opt into our health care plan. Paid training, accrual of paid vacation, and paid sick days included.

Timing and Location:

Immediate positions available in Austin, Boston, Denver, Los Angeles and Santa Barbara.

How to Apply:

Resume and cover letter to jobs@telefund.com with "CCD" and preferred location in the subject line.