

JOB DESCRIPTION—Peer Writing Consultant

Writing Resources Center (WRC) consultants are trained peer tutors who work with students in 50-minute consultations on writing and presentation skills. Consultants are also responsible for additional duties that assist in the daily operations of the WRC.

Consultant Mission: The mission of each WRC consultant is to guide students, in a cooperative effort, toward becoming better writers and communicators. Through this process, students should become aware of their strengths and weaknesses as writers and develop strategies to improve their writing and communication skills.

All consultants are expected to be knowledgeable about WRC programs, activities, scheduling, and policies; work well with peers; show initiative and motivation; demonstrate strong writing and communication skills; and uphold the high level of professionalism required of all WRC staff. Consultants are also expected to maintain a 3.0 GPA and attend staff meetings on alternate Mondays from 12-1pm.

All new consultants accepted into the trainee cohort are expected to enroll in WRIT 399, a two-credit course offered each spring on Mondays and Wednesdays 12-1.

Consultants will work alongside the WRC Director, Student Administrative Assistants, Graduate Assistant, and other Consultants to support the mission of the WRC. All consultants will fulfill these expectations:

Job Expectations:

- Perform one-on-one peer consultations using the research-based best practices taught in the WRIT 399 training course. Approach each consultation with a high level of professionalism.
- Be knowledgeable about WRC programs, activities, scheduling, and policies.
- Be friendly, welcoming, helpful, and attentive to every visitor and consultee. Greet individuals as they enter the WRC--answer questions, confirm appointments, and let them know what to expect.
- Follow established procedures for using the WCONLINE scheduling and data management software.
- Attend mandatory staff meetings and trainings.
- Participate in one WRC Team each semester. Teams work on projects and assist in tasks that support the mission of the WRC.
- Communicate with co-workers, Student Administrators, and Directors in an appropriate, timely, and professional manner. Bring scheduling, interpersonal, or other concerns to the attention of the Student Administrators and/or Director as needed.
- Ensure that shift responsibilities are completed. This includes arriving on time, remaining for the full hour, and finding substitutes to cover shifts that cannot be worked.
- Attend to daily administrative tasks, such as: answer the front desk telephone, check the WRC voicemail and email, open WCONLINE and check on upcoming appointments.
- Maintain the WRC's workspaces (straighten chairs, replenish forms and handouts, keep desk area clean, wipe down surfaces, and water plants).
- Perform other duties as requested.

Skills Acquisition:¹ As a result of employment in the Writing Resources Center, student employees will:

- Understand the importance of and demonstrate verbal, written, and non-verbal/body language abilities.
- Employ active listening, persuasion, and influencing skills.
- Communicate in a clear and organized manner so that others can effectively understand.
- Frame communication with respect to diversity of learning styles, varied individual communication abilities, and cultural differences.
- Listen carefully to others, taking time to understand and ask appropriate questions without interrupting.
- Collaborate with others to achieve common goals.
- Build strong, positive working relationships with supervisor and team members/coworkers.
- Motivate and inspire others by encouraging them and by building mutual trust.
- Act equitably with integrity and accountability to self, others, and the organization.
- Be present and prepared.
- Demonstrate dependability (e.g., report consistently for work or meetings).
- Show a high level of dedication toward doing a good job.
- Demonstrate flexibility by adapting to diverse environments.

Writing Center Mission: Students who come to W&M participate in a rigorous liberal arts curriculum that cultivates their critical thinking, problem solving, and communication skills. The W&M Writing Resources Center (WRC) supports student progress with programming, resources, and one-on-one support to help them become more effective and confident writers and communicators.

¹ Developed from the NACE Career Competencies, <https://www.wm.edu/offices/career/students/careercompetencies/index.php>

JOB DESCRIPTION—Student Administrative Assistant

Each year, the Writing Resources Center (WRC) Director will appoint two Consultants to serve as student Administrative Assistants. These Consultants act as liaisons between the staff and the Director, assist with administrative tasks, and run the staff meetings.

Job Expectations:

- Work one administrative hour per week, in addition to regular consultation hours.
- Attend a weekly planning meeting with Director and co-Admin.
- Manage staff scheduling, plan and run staff meetings, maintain documents at the front desk (including payroll forms), keep the front desk clean and uncluttered, send reminder emails to consultants, and ensure that the WRC is tidy and running efficiently.
- Be present and visible in the WRC and make an effort to get to know the consultants.
- Be available to consultants if there is a problem or concern and pass those concerns to the Director when appropriate.
- Assist the Director in recruiting consultant trainees: post the job announcement, coordinate the collection of applications, and review applications.
- Perform other duties as requested.

Skills Acquisition:² In addition to the skills listed on the WRC Peer Consultant job description, WRC Student Administrative Assistants will:

- Inspire, persuade, and motivate self and others under a shared vision.
- Seek out and leverage diverse resources and feedback from others to inform direction.
- Use innovative thinking to go beyond traditional methods.
- Serve as a role model to others by approaching tasks with confidence and a positive attitude.
- Motivate and inspire others by encouraging them and by building mutual trust.
- Plan, initiate, manage, complete and evaluate projects.

² Developed from the NACE Career Competencies, <https://www.wm.edu/offices/career/students/careercompetencies/index.php>