WILLIAM & MARY | WRITING AND COMMUNICATION CENTER

WCC Peer Consultant Job Description

About the Role

As a Writing and Communication Center (WCC) consultant, you'll help fellow students become stronger writers and communicators. In one-on-one, 50-minute sessions, you'll work collaboratively with students on their writing and presentation projects, helping them recognize their strengths and develop strategies for improvement.

What You'll Do

Consulting & Teaching

- Conduct one-on-one peer consultations using research-based best practices from your training
- Help students identify their strengths and develop strategies for future projects
- Approach every session with professionalism and attention to each student's needs

Front Desk & Student Support

- Greet visitors warmly as they enter—confirm appointments, answer questions, and help them feel welcome
- Manage appointments using the WCONLINE scheduling system
- Answer phones, check voicemail and email, and respond to student inquiries

Team Collaboration

- Participate on a WCC Team each semester to support special projects and initiatives
- Attend mandatory staff meetings and training sessions
- Communicate professionally with teammates, Student Administrators, and Directors
- Bring any scheduling, interpersonal, or other concerns to supervisors promptly

Daily Operations

- Arrive on time and stay for your full shift
- Find substitutes when you can't work a scheduled shift
- Maintain the space (straighten chairs, replenish materials, keep surfaces clean)
- Stay informed about WCC programs, policies, and scheduling
- Complete other tasks as needed

Who We're Looking For

We're seeking students who:

- Have strong writing and communication skills
- Work well with peers and enjoy helping others
- Take initiative and ownership of their work
- Demonstrate professionalism in all interactions
- Maintain a 3.0 GPA or higher

Time Commitment

- **Staff meetings:** Every other Monday, 12:00–12:50 PM
- **Training course:** New consultants must enroll in WRIT 399 (2 credits) in the spring semester, meeting Mondays and Wednesdays, 12:00–12:50 PM

The Team

You'll work alongside the WCC Director, Assistant Director, Student Administrative Assistants, and fellow consultants to support the mission of the WCC.

What You'll Gain

Working as a WCC consultant offers valuable skills that will benefit you throughout college and in your career:

Professional Development

- Build strong time management skills and personal accountability through hands-on work experience
- Develop effective work habits that translate to any professional setting

Communication & Teaching Skills

- Refine your ability to explain complex ideas clearly, both in writing and verbally
- Learn coaching techniques that help others improve and grow
- Practice active listening and adapting your communication style to different audiences

Collaboration & Leadership

- Work effectively within a team structure
- Build meaningful professional relationships with colleagues and students from diverse backgrounds
- Contribute to a collaborative, inclusive environment

Critical Thinking & Problem-Solving

- Strengthen your analytical skills as you help students work through writing challenges
- Make thoughtful decisions and overcome obstacles in real-time consultations
- Think creatively to meet each student's unique needs

Interpersonal & Cultural Competence

- Interact respectfully and effectively with people from all backgrounds
- Demonstrate openness, inclusiveness, and sensitivity in every interaction
- Develop cultural awareness through working with a diverse student body