

JOB DESCRIPTION—WRC Peer Consultant

Writing Resources Center 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.

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.

Consultants will work alongside the WRC Director, Associate Director, Student Administrative Assistants, and other Consultants to fulfill these expectations and support the mission of the WRC.

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.

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 Directors 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.

Mission Statement: 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.

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

- Gain practical experience, and demonstrate personal accountability, effective work habits, and time management skills.
- Build collaborative relationships with colleagues and clients.
- Work successfully within a team structure.
- Exercise sound reasoning to analyze issues, make decisions, and overcome problems.
- Demonstrate the ability to clearly express ideas to others in written and oral forms.
- Use interpersonal skills to coach and develop others.
- Demonstrate openness, inclusiveness, sensitivity, and the ability to interact respectfully with all people.

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