



**WILLIAM
& MARY**

CHARTERED 1693

WRITING AND COMMUNICATION CENTER

JOB DESCRIPTION—WCC Peer Consultant

Writing and Communication 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 WCC.

All consultants are expected to be knowledgeable about WCC 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 WCC 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 WCC Director, Student Administrative Assistants, and other Consultants to fulfill these expectations and support the mission of the WCC.

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 12-12:50.

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 WCC programs, activities, scheduling, and policies.
- Be friendly, welcoming, helpful, and attentive to every visitor and consultee. Greet individuals as they enter the WCC--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 WCC Team each semester. Teams work on projects and assist in tasks that support the mission of the WCC.
- Communicate with co-workers, Student Administrators, and Director 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 WCC'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 WCC 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: As a result of employment in the Writing and Communication 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.

Skills Acquisition developed from the NACE Career Competencies: www.wm.edu/offices/career/students/careercompetencies/index.php

JOB DESCRIPTION—WCC Administrative Assistant

Each year, the 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.
- Manage staff scheduling, plan and run staff meetings, maintain documents at the front desk in the WCC virtual drive (including payroll forms), keep the front desk clean and uncluttered, send reminder emails to consultants, and ensure that the WCC is tidy and running efficiently.
- Be present and visible in the WCC 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.

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