

STUDENT JOB DESCRIPTION

JOB TITLE: Writing Center Receptionist

WORK AREA: Writing Center, GL208

AREA HOURS 9-5:30 Mondays and Wednesdays, 9-6 Tuesdays and Thursdays, 9-3 Fridays

JOB RESPONSIBILITIES:

The Writing Center Receptionist provides support for the Writing Center (WC) staff and students. Candidates for this position should possess excellent customer service skills and Microsoft computer skills, display professionalism, and provide the support necessary to help keep the WC running smoothly.

DUTIES:

- greet students when they enter and leave the WC
- monitor and enforce the computer sign-in/out process to ensure accurate data collection
- make students feel welcome in the space, identify their academic needs, and explain WC tutoring process and expectations
- communicate WC schedule and services to students
- track the order of students waiting for help and communicate anticipated wait times to walk-in students
- communicate with the CLA's and student tutors to ensure students get the support they are seeking
- assist students with technology tasks like printing and accessing D2L, RCTC email, Tutor.com, Grammarly, Purdue OWL
- show students how to book online or in-person tutoring appointments and email essay drafts for feedback via the WC website
- keep WC area and business equipment in clean, working order; report issues as needed; monitor and restock supplies
- answer the telephone

PERFORMANCE EXPECTATIONS/CONDUCT:

The WC Receptionist must be reliable, punctual, enthusiastic, professional and willing to help others. A key function of the position is greeting and assisting students to feel welcomed and helping the WC run smoothly. The Receptionist must learn the WC schedule and explain the services so students can access them. The Receptionist will also ensure accurate data collection by requiring students to sign-in or sign-out on the computer.

The WC Receptionists are expected to adhere to RCTC values and mission, communicate professionally, be approachable and attentive to student and staff needs and requests, respect all people, encourage collaboration where appropriate, and work to foster a welcoming environment.

NUMBER OF STUDENT'S NEEDED:

Academic Year: 2

Summer (June-August): 0

TYPICAL WORK HOURS:

☒ Daytime ☐ Evening ☐ Weekends

PERFORMANCE REVIEW:

Students are eligible for a wage increase after they have worked 200 hours and based on a performance evaluation. The area supervisor will assess the student employee's performance, work attendance, and attitude as it relates to the job tasks, RCTC values, service attributes, core outcomes, and interaction with students, staff, and visitors.

TO INTERVIEW FOR THIS POSITION, CONTACT:

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