

JOB TITLE: Writing Center Receptionist

WORK AREA: Writing Center, GL208

AREA HOURS: 8-6 Mondays through Wednesdays and 8-4:30 Thursdays and 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 support necessary to help keep the Writing Center running smoothly.

Duties:

- Create a welcoming atmosphere for all students who enter the Writing Center
- Greet students as they arrive and when they leave
- Monitor and support the student **sign-in/sign-out** process at the computer
- Ask students if they need writing assistance and, if so, explain the Writing Center process (including the intake form and the red/green cup system)
- Support tutors by keeping track of the order in which students arrive and communicating estimated wait times to walk-in students
- Communicate regularly with tutors to ensure students receive timely and appropriate support
- Assist students with basic technology needs, such as printing, accessing D2L, RCTC email, Tutor.com, Grammarly, and Purdue OWL Show students how to schedule both online and in-person tutoring appointments
- Help maintain a clean, organized workspace and ensure equipment is in good working order; report any issues promptly

PERFORMANCE EXPECTATIONS/CONDUCT:

The Writing Center Receptionist plays an important role in creating a friendly, welcoming environment for all students. Receptionists should be **reliable, punctual, professional, enthusiastic**, and always **willing to help others**.

A key part of the position is greeting students warmly, making them feel comfortable, and helping the Writing Center run smoothly. Receptionists are expected to learn the Writing Center's schedule and services so they can clearly explain them and help students access the support they need.

They are also responsible for maintaining accurate records by ensuring that all students **sign in and out** at the designated computer. Receptionists are expected to:

- Uphold and represent RCTC's **mission and values**
- Communicate in a **professional, respectful**, and **friendly** manner
- Be **approachable**, attentive, and responsive to student and staff needs
- Treat everyone with **respect**, fostering an **inclusive** and welcoming space
- Support a spirit of **collaboration** when appropriate
- Contribute to a positive and supportive atmosphere for all

Additional information:

- Turn in Payroll forms to be granted access to eTime via e-Services under Student Employment
- All hours must be recorded on eTime the day they are worked: <https://www.rctc.edu/eservices/>

NUMBER OF STUDENTS NEEDED:

Academic Year: 3-4

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:

Contact Person: Tracie Lee

Location: GL 208

Phone: 507-285-7232

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Proxy Signer: