

Marquette University's
Norman H. Ott Memorial Writing Center
www.marquette.edu/WritingCenter

Reception Staff Job Description

WELCOMING WRITERS AND OTHER VISITORS

One of the most important jobs of the reception staff is to welcome new writers, in person and over the phone—making writers feel welcome and helping them to understand how the writing center can be of assistance.

SCHEDULING APPOINTMENTS

One of the primary responsibilities of reception staff is to manage the writing center's busy schedule.

This involves several dimensions:

- ✓ **Helping writers schedule appointments.**
- ✓ **Helping writers understand what type of appointment is best for their needs.**
- ✓ **Helping writers find an appointment when the schedule is full.**
- ✓ **Helping to re-arrange the schedule in case of tutor illness.**
- ✓ **Helping to keep the conference schedule on schedule.**
- ✓ **Retrieving and responding to voicemail and email inquiries**

ADMINISTRATIVE CONTRIBUTIONS

The reception staff plays a crucial role in keeping everything running smoothly—on a daily basis and in the longer term. In conjunction with the Writing Center Director and Assistant Director, members of the reception staff may work on the following administrative efforts.

- ✓ **Confirming that tutors complete their conference reports in a timely manner.**
- ✓ **Running usage reports on a weekly basis.**
- ✓ **Helping to tally more formal usage reports each semester and on an annual basis.**
- ✓ **Coordinating publicity efforts.**
- ✓ **Implementing assessment efforts.**
- ✓ **Helping to work out writing center internship schedules and floating appointments.**
- ✓ **Interviewing and training new members of staff.**
- ✓ **Other duties as necessary.**

The hourly rate is \$7.25. We are looking for several individuals to work 5-15 hours each week; coverage is needed 10am-4pm, Monday through Thursday. Work study funding is desirable, but not required.

To apply for this position or for more information, contact the Director of the Ott Memorial Writing Center: Dr. Rebecca S. Nowacek, 240 Raynor Library (rebecca.nowacek@marquette.edu).

Applicants should send an email to the Director expressing interest and explaining any relevant experience. The email should also contain contact information, including a preferred email address and telephone number.

Applications are due by noon on Friday September 6th, 2013. Interviews will be conducted the following week.