About the Writing and Media Center

As a high-volume academic support unit housed within the Dean of Students Office, the Writing and Media Center (WMC) helps students identify and achieve their learning objectives and become stronger, more confident communicators. The WMC Communication Consultants (CCs) offer individualized assistance to undergraduate students, graduate students, staff, faculty, and community members across the disciplines working on any form of written, oral, visual, or electronic (WOVE) communication. The WMC helps students at all stages of the composition process, from brainstorming and organizing ideas to revising and polishing drafts. Administrative Assistants (AAs) help to schedule these sessions, disseminate important information to the clients and CCs, and ensure that the WMC provides a welcoming environment. Communication Consultants and Administrative Assistants are partners in serving ISU students and the larger community.

Position Description

The WMC is now accepting applications for Administrative Assistants for the 2021–2022 academic year. Administrative Assistants are the voice and face of the WMC. They are friendly, organized undergraduates from all majors who are committed to helping their peers. Through assisting others, Administrative Assistants gain valuable administrative experience, build their teamwork abilities, and hone their communication skills.

Duties will include the following:

- Coordinate and maintain the daily operations of the WMC
- Simultaneously manage student visitors, Communication Consultants, time, space, supplies, and technology
- Disseminate essential information about the WMC in person, over the phone, and via email
- Maintain Slack communication channel
- Schedule appointments at a high-volume writing center
- Greet visitors with a smile and check them in
- Maintain accurate database records
- Maintain confidentiality when required
- Assist coordinating workshops, presentations, and retreats
- Collaborate with teammates to design bulletin board displays
- Maintain an extremely high level of customer service
- Exhibit professionalism whenever representing the WMC
Additional duties may include the following options:

- Delivering outreach presentations to classes and student organizations
- Serving on the social media team
- Optional professional development and research opportunities

Required meetings include*:

- New Hire event, April 30, 2021, 2-3pm
- Attend two days of orientation for the Fall semester
- Attend training session prior to Spring semester
- Attend 3 mandatory all-staff meetings per semester (Fridays 3:00-4:30 p.m.; employees excused for classes)

*All required meetings, except for the New Hire event in April, are paid.

All majors are encouraged to apply. Students eligible for College Work-Study are encouraged to apply.

**Required Qualifications**

- Enrolled in an undergraduate program at Iowa State University and in good academic standing
- Commitment to diversity
- Excellent interpersonal skills
- Excellent time management skills
- Superb organizational skills
- Detail-oriented personality
- Highly motivated and eager to learn
- Welcoming and organized personality
- Demonstrated ability to manage competing priorities at the same time

**Preferred Qualifications**

- Customer service experience
- Experience working with ESL individuals

**Dates of Employment**: August 19, 2021 – May 7, 2022

**Guaranteed Time Off**

- Labor Day
- Fall Break
- Winter Break
- Martin Luther King Jr. Day
- Spring Break

**Hours**

- Hours are scheduled around classes.
- Hours are variably available Sunday 2:00 pm-9:00 pm, Monday-Thursday 9:00 am-9:00 pm, and Friday 9:00 am-2:00 pm
- Undergraduates can work up to 20 hours/week on campus.
Compensation: $9/hour to start; increase to $10/hour after one semester

Application Steps

1. Applicants are strongly encouraged to work with a Communication Consultant at the Writing and Media Center on their application materials before submitting them.
   a. The purpose of the required appointment is for you to understand how our services work and to make sure that your materials demonstrate your most applicable experience to writing center work. Our consultants will help you maximize your cover letters and resumes, so the hiring team can understand your qualifications as clearly as possible.
   b. Appointments can be made online at www.wmc.dso.iastate.edu. When making an appointment, please include writectr@iastate.edu under instructor’s email.

2. Please be prepared to complete the following items:
   a. Application
   b. Resume/CV
   c. Cover Letter

3. Submit application: https://iastate.qualtrics.com/jfe/form/SV_7Ujujj90YE4g8d0

Deadline: March 31st at 11:59 p.m.

We will reach out to applicants via email to confirm submission of documents and to schedule any potential interviews.

Interviews will be conducted for selected candidates during early April.

New hires will attend a welcome meeting on April 30th from 2-3 p.m. and start on August 19, 2021.

Questions?
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