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 offers individualized assistance to undergraduate and graduate students 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. The WMC does not offer editing or proofreading services. Instead, Communication Consultants help students evaluate and improve the effectiveness of their own work.

Position Description
The WMC is now accepting applications for Administrative Assistants for the 2020–2021 academic year. Administrative Assistants are the face and voice of the WMC. They are upbeat, organized, friendly 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
- 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
- Coordinate workshops and writing retreats
- Collaborate with teammates to design bulletin board displays
- Maintain an extremely high level of customer service
- Exhibit professionalism whenever representing the WMC
- Attend 3 mandatory all-staff meetings per semester (Fridays 3:10–5:00; employees excused for classes)
Additional duties may include:

- Delivering outreach presentations to classes and student organizations
- Conducting research and presenting it at the following conferences:
  - International Writing Centers Association (IWCA)
  - National Conference on Peer Tutoring in Writing (NCPTW)
  - Midwest Writing Centers Association (MWCA)
  - Iowa Writing Centers Consortium (IWCC)
  - Iowa State Conference on Race and Ethnicity (ISCORE) 2020-2021
  - Dean of Students Office Assessment Symposium

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
- Experience working collaboratively with diverse populations
- Excellent oral and written communication skills
- Excellent interpersonal skills
- Excellent time management skills
- Superb organizational skills
- Detail-oriented personality
- Highly motivated and eager to learn
- Upbeat personality and cheerful disposition
- Demonstrated ability to manage competing priorities at the same time

**Preferred Qualifications**

- Customer service experience
- Experience working with ESL individuals

**Dates of Employment:** August 24, 2020 – May 7, 2021

**Guaranteed Time Off**

- September 7       Labor Day
- November 22–29    Fall Break
- December 18–January 10  Winter Break
- January 18        Martin Luther King Jr. Day
- March 14–21       Spring Break

**Hours**

- Hours are scheduled around classes.
- Hours are variably available Sunday through Friday between 9:00 AM and 9:00 PM.
- Undergraduates can work up to 20 hours/week on campus.

**Compensation:** $8/hour to start; increase to $9/hour after one semester
Application Steps

1. Applicants are REQUIRED 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 send your session notes to writectr@iastate.edu.

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

Deadline: February 28 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 March.

New hires will attend a welcome meeting in late April (date TBD) and start on August 24, 2020.

Questions?
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