



FRONT DESK REPRESENTATIVE POSITION DESCRIPTION

POSITION DESCRIPTION

Front desk representatives assist with daily operations and provide administrative support to the Miller Writing Center at Auburn University.

RESPONSIBILITIES

- Assist clients and consultants with administrative tasks, which may include making accounts or appointments, answering questions, or responding to technical issues
- Navigate the online data management platform (WCONLINE)
- Understand and execute writing center processes, protocols, and policies
- Communicate clearly, quickly, and responsibly with clients, full-time staff members, consultants, and other front desk representatives
- Maintain the confidentiality of client records
- Work regular weekly shifts as assigned
- Participate in required trainings, meetings, and professional development activities as assigned

REQUIRED QUALIFICATIONS

- Undergraduate or graduate student in good standing at Auburn University
- Ability to work at least two semesters (spring 2021 and fall 2021)
- Available for mandatory training on Tuesday, January 5, 2021

PREFERRED QUALIFICATIONS

Preference will be given to candidates who are able to demonstrate or have the capacity to learn the following skills:

- Critical thinking and problem solving
- Interpersonal, communication, and active listening
- Intercultural sensitivity and teamwork
- Time management and organization
- Software or technology

EXPECTATIONS AND COMPENSATION

TIME COMMITMENT

Students are expected to work between 5-20 hours/week each semester (depending on their schedule and preference). Renewal is possible pending satisfactory performance.

TRAINING REQUIREMENTS

New front desk representatives are required to attend one day of training in **Tuesday, January 5, 2021**. Candidates who are not available for training this year should consider applying next year.

COMPENSATION

Undergraduate front desk representatives will receive an hourly wage of \$7.50/hour with \$0.25/hour increases in subsequent years. Graduate front desk representatives will earn \$9/hour.

COVID-19 STATEMENT

University Writing will conduct interviews remotely via Zoom for fall 2020.

Due to the rapidly-changing guidelines and practices related to COVID-19, University Writing has not yet made decisions about the delivery mode of its services for spring 2021. This includes training and weekly shifts for the Miller Writing Center. Front desk representative candidates should be prepared to work online via Zoom, face-to-face in the RBD Library, or some combination of online and face-to-face.

APPLICATION PROCESS

OVERVIEW

University Writing seeks to employ a diverse team of individuals with different life experiences, areas of expertise, knowledge, perspectives, and strengths. Candidates from any academic discipline are encouraged to apply as long as their interests and/or career goals align with the work of the Miller Writing Center and University Writing.

The application process includes an initial application, supplemental application, and interview. Applications will be reviewed by the hiring committee, which includes current full-time staff members, consultants, and front desk representatives. The hiring committee will review applications using a blind review system to help ensure equitable practices. Identifying information (name, contact information, major/program, classification, etc.) will be removed from the initial application and will only be released to the hiring committee as needed.

INITIAL APPLICATION

To begin the application process, complete the [online application via AU Human Resources](#) by **Wednesday, October 7**. Candidates will submit the following information:

- Personal information (name, address, phone number, etc.)
- Academic information (Banner ID, major/program, standing, etc.)
- Responses to four open-ended questions (see below for instructions)

In addition to personal and academic information, candidates are required to respond to four open-ended questions. Candidates are encouraged to limit each response to 1-2 paragraphs. Applications missing one or more of the four open-ended questions will not be considered.

1. Why are you interested in this position with the Miller Writing Center?
2. What do you hope to learn through this position? How does this connect to your academic or professional goals?
3. List any experiences that are relevant to this position (work, internship, co-curricular, leadership, volunteer, coursework, etc.).
4. Select 1-2 experiences from the list in the previous question. How have these experiences prepared you for this position at the Miller Writing Center?

SUPPLEMENTAL APPLICATION AND INTERVIEW

Candidates who submit a strong initial application will be invited to submit a supplemental application and potentially participate in an interview. The supplemental application will include additional open-ended questions and contact information for two professional references. More information will be provided at a later point in the application process.

DEADLINE

The initial application is due on **Wednesday, October 7**. Late applications will not be accepted. Select candidates will be invited to submit supplemental applications in mid-October and interviews will take place in early November.

CONTACT INFORMATION

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