Shift Coordinator for the Writers’ Block (GAP)

Application Due Date: July 1, 2020
Contact: Dr. Jennifer Mitchell, mitchejk@potsdam.edu

The Writers’ Block Shift Coordinator (SC) supervises daily activities in the Writers’ Block, managing a diverse staff of trained undergraduate peer tutors of writing and supervising/assisting receptionists. The SC collaborates and communicates with the Director, adjunct Shift Supervisor, and a team of senior tutors who also work as shift supervisors. The SC supports the Director, but works independently during their own scheduled hours. The SC need not be a writing tutor themselves. Individuals with potential to tutor writing are encouraged to apply, but the main responsibility is daily supervision and support of the undergraduate staff.

Responsibilities include:

- Maintain work schedules, resolve scheduling problems, and supervise reception staff.
- Guide staff to maintain policies and standards of professionalism. Maintain respectful communication with socially diverse staff and clients.
- Organize supplies and materials for use by tutors and receptionists.
- Use our online appointment calendar to book sessions and track data.
- Assist in training receptionists.
- Support collaborations with EOP, FYSS, Write Well / Teach Well, and Student Conduct’s plagiarism referrals. Assist in workshops.
- Assist AD with Writers’ Block social media on Instagram and Facebook. Maintain publicity efforts, including bulletin boards, fliers, tabling, etc.
- If qualified, be trained as a peer tutor of writing and offer some tutoring sessions.

Position Qualifications:

- Required: The SC should have the maturity, responsibility, and professionalism to supervise and support undergraduate tutors and receptionists. They should have strengths in team leadership, communication, organization, and follow-through. They should also be prepared for ongoing training and growth within the role. The SC must be respectful and sensitive in communicating with students from diverse backgrounds, in terms of race, class, language, ethnicity, nationality, gender/sexuality, and ability.
- Preferred: Appreciation for tutoring and reception work, as well as for academic writing. Capability to learn our tutoring methods in order to best mentor our staff and provide some tutoring.