

Shift Coordinator for the Writers' Block (GAP)

Application Due Date: July 1, 2021

Contact: Dr. Jennifer Mitchell, mitchejk@potSDam.edu

The Writers' Block Supervisor supervises daily activities in the Writers' Block tutoring center during weekday business hours. Additional hours can be arranged and paid hourly. The Writers' Block is staffed by trained, undergraduate peer tutors of writing as well as receptionists. Up to four tutors and one receptionist are on duty at a time. The Supervisor collaborates closely with the Director as well as experienced staff members, some of whom will serve as Assistant Supervisors.

Responsibilities include:

- Coordinate daily activities, including resolving scheduling problems for individual clients or tutors. Supervise reception staff and assist in coordinating Assistant Supervisors.
- Guide the staff in maintaining policies and standards of professionalism, including assisting in guiding and mentoring newly-trained tutors.
- Book sessions and summarize Excel data on completed sessions.
- Communicate respectfully with socially-diverse staff and clients.
- Support Writers' Block collaboration with the Teacher Candidate Learning Center.
- Assist in updating instructions and PowerPoints.
- Possibly tutor writing, if appropriate.
- (If all tutoring is virtual, then the main duties are booking sessions, summarizing data, and assisting with documents – and tutoring, if appropriate.)

Position Qualifications:

We welcome applicants from any graduate program. *Skills in tutoring and advanced writing are not required for this position*, but an interest in writing, education, and/or team-building is important. The Supervisor should have maturity and professionalism in order to supervise and mentor undergrad tutors and receptionists with patience and friendliness. They should be capable of basic team leadership and excellent communication, organization, and follow-through. They should also be open to ongoing training, education, and supervision.

Social inclusion is crucial in the Writers' Block. The Supervisor should be respectful, sensitive, and willing to learn in communicating with students from diverse backgrounds, in terms of race, class, language, ethnicity, nationality, gender, sexuality, and ability.