Center for Writing Excellence

Title: Greeter

Location: Bohn Hall, Center for Writing Excellence

Job Type: Federal Work Study and Student Assistant applicants welcome

Days Needed: 7 days / 10 – 12 hours per week

Job Description:

In this position, greeters report to the Assistant Director who will assign tasks and research projects as needed. Greeters provide a critical function by serving as the public face of the CWE, interacting with students, faculty, staff, and off-campus visitors in person or over the phone. Greeters are knowledgeable in the CWE’s services and assist users of the CWE with the online appointment registration and the scheduling system. Greeters are required to be well-versed in the tutoring methods employed by the CWE’s consultants and the principles of the CWE.

Primary Responsibilities:

- Welcome and assist students, faculty, staff, and visitors as they come to the CWE or call for assistance based on the principles of the Center for Writing Excellence
- Manage traffic in and out of a busy center
  - Provide support to professional staff as requested
  - Use instant messaging to communicate with writing consultants concerning appointments
- Answer phones
- Monitor waiting area to ensure appointments are kept on time
- Sort the mail as it comes in; make deliveries around campus as needed
- Post and take down flyers that are expired
- Assist with CWE events
- Attend monthly staff meetings
- Create Excel and Word lists as requested
  - Other related duties based on staff needs

Qualifications:

We are looking for personable student employees who:
- have strong time-management and interpersonal skills
- have strong communication and organization skills with the ability to handle multiple projects in a fast-paced, diverse working environment
- are able to communicate professionally, efficiently, and effectively
- are able to maintain strict confidentiality and professionalism
- are responsible, reliable, and detail-oriented.

Application Instructions:

Email cover letter and resume as Word documents to Alicia Remolde at CWE@mail.montclair.edu with subject line: Greeter application.