

Professional Job Position Description

Section I: Position information

Effective date	2026-09-01	☐ Update only	☐ Classification review
Position title	Write Site Coordinator		
Position number	999210		
Classification level	A5 - Academic		
Position affiliation	☒ AUFA ☐ Excluded		
Location	Virtual - Alberta		
Department	Faculty of Humanities and Social Sciences		
Reports to	Associate Dean, Student Affairs, Faculty of Humanities and Social Sciences		

Position summary

Briefly describe the main purpose(s) of the position.

The Write Site Coordinator is responsible for the overall coordination of the Write Site in the Faculty of Humanities and Social Sciences. Working in a digital team environment, the Write Site Coordinator contributes to the Write Site's mission to support and encourage writers to develop confidence and skill in academic communications. The position collaborates and liaises with staff and faculty across the institution to provide writing services and supports to all AU students. As a writing specialist, the Write Site Coordinator coaches student writers at Athabasca University and provides timely, in-depth feedback on students' academic writing assignments. The Write Site Coordinator answers student writing inquiries and refers them to Athabasca University writing resources as appropriate, manages student and prospective student writing assessments, and provides a high standard of service to students while developing positive relationships with them.

The incumbent is responsible for the supervision and management of the Write Site staff and workloads, and for setting and modelling standards and guidelines for Write Site services. The Write Site Coordinator collects and analyzes Write Site statistics, oversees Write Site databases, and maintains the Write Site website and other writing resources.

This position requires outstanding interpersonal, verbal, and written communication skills as well as organizational, time-management, and administrative skills. It additionally requires familiarity with asynchronous and synchronous online teaching, familiarity with writing centre work, the ability to work as part of a team, and familiarity with current writing studies literature. The incumbent is expected to demonstrate initiative and be capable of working independently and with minimal supervision.

Duties and responsibilities

Organize by key responsibility area and include % of time spent where possible.

Write Site Coordination – approximately 30%

- Supervise, mentor, evaluate and manage Write Site staff and workloads.
- Keep the Write Site team connected in an online environment across physical distances.
- Research writing centre best practices, and set standards and guidelines for Write Site services

according to best practices.

- Oversee the maintenance of the Write Site website and other resources to ensure that thorough and up-to-date information on priority writing topics is available to students.
- Answer technical questions about and troubleshoot the Write Site dropbox system.
- Collect and analyze Write Site statistics and oversee Write Site databases.
- Manage the Write Site dropbox system.
- Monitor coaching trends and practices, and strategize to develop effective responses.
- Continually plan and implement improvements and expansions of services.

Service to the University and Service to the Discipline – approximately 30%

- Collaborate with other areas to provide writing support widely through such formats as webinars, forums, and educational materials.
- Liaise with staff and faculty across the University to address the needs of diverse student populations.
- Advise stakeholders on trends, statistics and student feedback to support informed strategic and operational decisions. Promote and advocate for the Write Site through regular communications, presentations, and collaborations.
- Liaise with stakeholder programs to keep writing assessments housed by the Write Site effective and up-to-date.
- Provide advice and input across the University on mitigation of academic integrity issues.
- Perform service to the University, for example through relevant committee work and writing-related initiatives.
- Perform service to the discipline, for example through participation in relevant associations and other contributions to the field of writing and teaching writing.
- Lead the provision of group instruction for students on high priority writing topics, such as those determined from liaising with staff and faculty.
- Lead the creation of resources for use by students seeking to develop as writers.

Instructional Activities and Student Services – approximately 40%

- Model coaching standards and guidelines for Write Site staff in daily work with students.
- Conduct research in the fields of writing and teaching writing to ensure quality and improve services to students.
- As a writing specialist, provide exceptional service and writing support to undergraduate and graduate students via synchronous and asynchronous platforms.
- Provide in-depth feedback on undergraduate and graduate writing assignments.
- Meet with students in a virtual environment or over the phone for synchronous coaching sessions.

- Provide guidance to students struggling with any part of the writing process.
- Respectfully model correct usage of the English language.
- Respond quickly and effectively to student concerns or issues escalated by the Assistant Coordinator or Writing Specialists.
- Respond quickly and effectively to student questions, concerns, technical problems, and feedback via email and phone according to AU service standards.
- For those students whose first language is other than English, and as needed for students whose first language is English, recommend additional resources and/or courses to support students' writing development.
- Assess and provide recommendations for incoming pre-university, undergraduate, and graduate students in stakeholder programs such as MAIS with writing competency.
- Oversee the marking of assessments and the provided recommendations for incoming pre-university, undergraduate, and graduate students in stakeholder programs such as MAIS

Occupational health and safety

Employees:

Responsible to participate in the AU OHS program as required.

Supervisors:

Responsible for awareness of one's OHS Responsibilities as an AU employee and supervisor, for participating in the AU OHS Program as required, and for ensuring the participation of employees in the AU OHS Program as required.

See: <https://ohs-pubstore.labour.alberta.ca/li008>

Classification factors

Communication

- The Write Site Coordinator is responsible for developing and maintaining effective working relationships within the department and the Faculty and across the AU community.
- The Write Site Coordinator must communicate effectively in writing and verbally with faculty, students, and staff.
- The Write Site Coordinator must be able to efficiently gather and interpret information from various sources and recommend solutions to issues and problems.

Supervision

- The Write Site Coordinator provides overall planning and direction of the Write Site including: all supervisory activities on a continuing basis for direct reports.
- The Write Site Coordinator is the formal supervisor of the Write Site Assistant Coordinator and the Writing Specialists or other staff working for the Write Site.

Impact of service or product

- The Write Site is one of the most highly subscribed sites at AU; therefore, it is imperative that students be given current, effective and individualized information and that thorough and

accurate assessment of student abilities be made. Failure to do so could affect a student's ability to complete courses at AU.

- The Write Site Coordinator coaches and instructs students seeking assessment of, support with, and instruction on writing skills.
- The Write Site provides an essential service to students and faculty across the institution. A failure to deliver excellence in this service poses a reputational risk to AU.
- Skill level in language and writing can pose a significant barrier to success in post-secondary education. Therefore, the Write Site is an essential component of AU's dedication to remove barriers that restrict access to and success in university-level study. This includes multiple demographics at risk of attrition.

Independence of action

- The Write Site Coordinator must work under minimal supervision, demonstrating initiative and sound judgment in escalating issues and information to the Dean or their representative.
- The Write Site Coordinator is expected to make sound independent pedagogical decisions about students and ensures that information is current and appropriate.
- The Write Site Coordinator is expected to manage and build on existing administrative processes, systems, and guidelines, and to complete their daily work.

Complexity

- The Write Site is a dynamic and busy student instructional service.
- The Write Site Coordinator operates in a fast-paced environment that is under constant change with frequent interruptions. Priorities must be adjusted on demand.
- Adaptability and flexibility are required, together with an ability to effectively oversee and undertake multiple tasks related to Write Site activities.
- The Write Site Coordinator must be able to effectively research, gather and analyze information from a variety of sources, and then develop options for continual improvement of the Write Site services.
- The Write Site Coordinator must have the initiative and interpersonal skills appropriate to liaise with other university departments to ensure effective and efficient writing services are provided to AU students.
- The Write Site Coordinator requires technical and interpersonal skills appropriate for synchronous and asynchronous meeting spaces with students, staff, and faculty.
- The Write Site Coordinator assesses student writing and teaches writing in various formats—including one-on-one, group workshops, webinars, and web resources—and thus requires a significant depth of knowledge of the English language and the field of writing.
- The Write Site Coordinator works with students of various demographics including vulnerable populations

Planning

- The Write Site Coordinator provides continuous planning on all Write Site activities and functions.
- The Write Site Coordinator is required to initiate proposals for improvement of services and development of, or modification to, Write Site services and operations.
- The Write Site Coordinator advises the Dean and stakeholders across AU of writing-related trends and

needs across campus.

- The Write Site Coordinator plans and facilitates expansion of Write Site services and programming.
- The Write Site Coordinator must have excellent time management, organization, and planning skills in order to effectively manage multiple competing priorities and duties.

Signatures for section I

Incumbent signature		Date Select a date.
Supervisor signature		Date Select a date.

Section II: Qualifications

Qualifications

Includes education, experience, skills, abilities, and any other special qualifications required. The qualifications relate to the position not the incumbent.

- A minimum of a Master's degree in Writing Studies, English, Composition and Rhetoric or a related field is required.
- A minimum combined three years' experience in Academic Writing instruction at the college or university level, plus a minimum of two years' experience in college or university writing centre work, is required.
- In-depth experience working one-on-one with post-secondary and/or adult students to help them develop as writers across disciplines and at pre-university, undergraduate, and graduate levels is required.
- Experience and comfort in liaising with stakeholders institution-wide is required.
- Excellent presentation skills are required.
- Skill in dialogue, leadership, and conflict management is required.
- Familiarity with writing centre practices and asynchronous feedback or tutoring methods is required.
- The ability to build meaningful relationships with students, faculty, and staff in a digital environment is required.

- In-depth knowledge of writing skills, strategies, and resources is required.
- Knowledge of issues in academic integrity is required.
- Familiarity with current writing studies literature or best practices is required.
- Familiarity with learning strategies and/or needs of students with disabilities is required.
- Experience in distance learning and familiarity with digital delivery for both synchronous and asynchronous methods is preferred.
- Experience with diverse student demographics is preferred.
- ESL qualifications and/or experience are an asset.
- Excellent written and oral communication skills are required.
- Excellent computer skills are required.

Signatures for sections I and II

Department Head signature		Date Select a date.
Executive Officer signature		Date Select a date.
Human Resources review		Date Select a date.