Staff Position Description

Title: Welcome Wagon Coordinator 2016 (WWC)

Reporting Line: The Welcome Wagon Coordinator reports directly to the Staff Assistant for Summer Housing and Transitions

Hours/Week: Part-Time: 2-3 shifts/week

Date Range: May 9, 2016 – August 26, 2016

About Boston College and the Office of Residential Life

Boston College is a Division One university with approximately 9,100 undergraduate students (7,600 residential), located on 118 acres in Chestnut Hill, Massachusetts, a beautiful suburb seven miles from the center of Boston. Founded by the Society of Jesus in 1863, Boston College has strong Jesuit Catholic educational values, which are used as a foundation for our work with and care for students.

The mission of the Office of Residential Life is to create a respectful, healthy, and safe living community for our residents. We are committed to integrating the Ignatian tradition into the formation of each student by connecting their intellectual, ethical, religious, and spiritual lives through a myriad of programs and services. Our role in this formational development is achieved by promoting the academic mission, encouraging responsible and ethical behaviors, engaging residents in conversations regarding diversity, and creating safe, well-managed learning environments where students can seek the greater good.

Under the leadership of the Associate Vice President, the Director of Residential Education, and the Director of Operations, the department consists of 40 professional staff members, 29 graduate positions, 196 RAs, and 20 additional student employees.

Welcome Wagon Coordinator Responsibilities:
The Welcome Wagon Coordinator is responsible for the Guest House throughout the summertime and Welcome Wagon at the beginning of the academic year. They must work closely with all other coordinators to prepare and execute Guest House reservations as well as plan and execute Welcome Wagon responsibilities.

Welcome Wagon Coordinator Duties:
- **Guest Housing Duties**
  - Manage guest reservations and placement
  - Manage communication with all guest house customers
  - Communicate guest dates, needs, and other necessary information to staff
Prepare rooms and keys for guests
  - Request room cleanings
  - Request room prep from prep crew
  - Inspect rooms prior to guest arrival
Prepare materials, billing, and documentation for all guests
Manage credit card payments

**Welcome Wagon Responsibilities**
- Manage Welcome Wagon Leaders and Volunteers
  - Develop and execute marketing plan for recruitment of 400+ Volunteers
  - Interview and select WW Leader candidates (15)
  - Manage all communications with Leaders and Volunteers
  - Plan and conduct for training for all WW Leaders and Volunteers upon arrival
  - Plan and oversee all Welcome Wagon operations during opening.
- Manage all websites and communication to students, parents, and key stakeholders regarding opening dates, processes, etc.
- Create and maintain positive relationships with Piece by Piece and Micro fridge
  - Manage the use of Master Keys for deliveries
- Develop and distribute reports as necessary
- Manage welcomewagon@bc.edu email account

- Be on duty regarding the coordinator on-call pager for one to two weeks during the entire summer
- Update and maintain Technology and Welcome Wagon Coordinator Binder.
- Other duties as assigned

**Welcome Wagon Standard Hours:**
- Monday through Friday from 9:00 AM – 5:00 PM
  - Lunches are unpaid, and vary between 30 minutes and 1 hour
  - Receive 7 days unpaid Vacation Time to be submitted before June 7, 2015. No more than 2 staff members off at the same time
  - Absolutely no overtime is allotted in this position

**Transition Dates:**
- Transition 1 and Reunion Weekend: 5/17/16 – 6/5/16
- Transition 2: 6/24/16
- Transition 3: 8/5/16
- Move to Fall Placements: 8/17/16