Staff Position Description

Title: Welcome Center Coordinator 2016 (WCC)

Reporting Line: The Welcome Center Coordinator reports directly to the Welcome Center and Operations Resident Director

Hours/Week: Full-Time: 29 hours/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 Center Coordinator Responsibilities:
The Welcome Center Coordinator is responsible for creating and promoting a positive welcome environment for all guests who are staying at Boston College. They will manage a staff of 8 – 10 peers, who will be responsible for working in the Stayer Hall Welcome Center. This individual will create, distribute and collect all cards and keys issued to groups.

Welcome Center Coordinator Duties:

- Manage check-ins and triage issues
- Manage the Welcome Center, including WC binder, computers, decorations, cleanliness and presentation
- Manage the Welcome Center Staff (10):
  - Schedules/swaps – www.schedulefly.com
  - No-shows (may need to fill in at times)
• Delegation
• Motivation
• Efficiency
• Timeliness
• Conflict Resolution
• Manage the room key/combo preparation and inventory
  • Work with Welcome Center Staff to prepare key/combos for all groups
  • Conduct weekly inventories on all master keys.
  • Submit non-returned key data to Billing Coordinator within 2 business day of a group’s checkout.
• Assist with check-in and guest related duties as necessary.
• Read through Welcome Center Log each morning to determine and resolve issues immediately.
• Keep information sheet updated for the Welcome Center Desk regarding Summer Housing Dates in case of inquiry.
• Use summer template for all signage.
• Communicate well with staff, parents, students, and guests.
• Be on duty regarding the coordinator on-call pager for one to two weeks during the entire summer.
• Work closely with the RD of Welcome Center/Summer Camps/Conferences.
• Other duties as assigned.

**Welcome Center Coordinator Standard Hours:**
• Monday through Friday from 9:00am – 5:00pm.
  • Lunches vary between 30 minutes to 1 hour in length; they are unpaid.
  • Attend Coordinator meetings each morning.
  • Receive 7 days unpaid Vacation Time to be submitted before June 7, 2016. No more than 2 staff members can be off at the same time.
  • **Absolutely no overtime is allotted in this position**

**Transition Dates**
• *Transition 1 and Reunion Weekend: 5/12 – 5/31*
• *Transition 2: 6/20*
• *Transition 3: 8/1*
• *Move to Fall Placements: 8/19*