Housing Assignments Specialist Position Description

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 and Director of Residential Education and Director of Operations, the department consists of 40 professional staff members, 29 graduate positions, 192 RAs, and 20 additional student employees.

Basic Function and Responsibility

The Housing Assignments Specialist executes all operational aspects of the room assignments process for approximately 7,500 undergraduate students, with primary responsibility for managing and implementing room assignments for the Office of Residential Life. This includes new student assignments, room selection for upperclassman, and room changes during the academic year.
Primary Areas of Responsibility

Under the direction of the Assistant Director for Assignments and Occupancy, the Assignments Specialist assists with the education of the campus community on policy and procedures, implementation of the application and selection processes, and assessment of the effectiveness of room selection. The Assignments Specialist develops plans for fall and spring semester occupancy goals and manages the housing appeal process and special housing requests from students without guaranteed campus housing.

This position implements fall-to-spring semester residence hall transitions, fall semester move-outs, mid-year room changes, vacancies, and assignment processes for students returning to campus, as well as assisting with the coordination of facility management and room turnover between semesters.

The Housing Assignments Specialist is responsible for managing and operating all elements of the StarRez housing system related to assignments, including all undergraduate room assignments, roommate matching, updating bed space count, term and rate setup, and fees and charges. They also participate in testing system upgrades, trouble-shooting problems or failures, cross training of staff, and maintenance of confidential records.

This person prepares reports with statistical analysis as needed for enrollment forecasts, including information on enrollment trends, housing withdrawals, leaves of absences, special interest housing placements, and need-based accommodations. In addition, the Housing Assignments Specialist administers the housing waiting list, forecasts revenues, and advises student and/or parent of students with personality, emotional, or psychological concerns impacting their housing arrangements.

They are responsible for the publication of policies and guidelines regarding the room selection process, facilities and residence hall information, and student housing contracts. The Housing Assignments Specialist responds to student and parent inquiries, complaints, and requests for information on housing assignments and placements.

The Housing Assignments Specialist serves as a back-up to the Department Administrator, which includes managing front desk student employees, processing hourly employee payroll, and front office management in their absence.

This position may require evening and on weekend work during peak periods.
Qualifications

- Bachelor’s Degree
- Comprehension and appreciation of the Jesuit values and mission, and the traditions and heritage of Boston College
- Demonstrated knowledge and commitment to issues of equity, diversity, and inclusion
- Strong leadership, communication, and interpersonal skills
- Ability to work in a fast paced, higher education environment
- Proficiency with Microsoft Office products
- Experience with StarRez database or other housing management software preferred
- Advanced knowledge of StarRez, FileMaker Pro, and web design software preferred
- Previous experience in university housing or residential life preferred

Boston College conducts background checks as part of the hiring process.

Boston College is an Affirmative Action/Equal Opportunity Employer and does not discriminate on the basis of any legally protected category including disability and protected veteran status. To learn more about how BC supports diversity and inclusion throughout the university please visit the Office of Institutional Diversity at http://www.bc.edu/offices/diversity.

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