# Staff Position Description

**Title:** Front Desk Staff Member 2016 (FD)  
**Reporting Line:** Front Desk Members report directly to the Summer Housing Coordinators  
**Hours/Week:** Part-Time: 2-3 shifts/week  
**Date Range:** May 9, 2016 – August 26, 2016

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## 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.

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## Front Desk Staff Job Responsibilities:

Front Desk Staff Members are responsible for maintaining a hospitable, positive, and visible presence in the halls while they are on duty. They are also responsible for assisting the Summer Housing Coordinators with the check-in and check-out of various groups. Front Desk Staff Members are responsible to keep their work area clean and presentable.

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## Front Desk Staff Job Duties:

- Maintain bulletin boards in all lounge areas; this includes but is not limited to the placement and removal of all campus group flyers.
- Log nightly reports in Blogger each duty night.
  - Should include what is going on with you, your area, issues that have arisen, and questions.
- Remain on Duty from 7PM until 7AM.
  - Stay at front desk Sunday through Saturday from 7PM until 1AM.
  - Required to be on duty even if the building is empty.
- Check in for duty by 7 pm at the Welcome Center.
- Post signs indicating who is on duty each night.
  - Use summer template for all signage.
  - Activate room phones and post number on signage.
- Conduct at least one round per night of the building.
  - Some buildings may require more frequent rounds.
- Return binders to the Welcome Center by 12PM the day after duty.
- Will be required to work daytime shifts during the week and Saturday and Sundays for conference/camp check-in and check-out periods. These shifts will not exceed 4 hours.
- All issues needing attention should be called into the appropriate parties.
- Check duty schedule on schedulefly.com on a regular basis.
  - Sign up for required shifts in a timely manner
  - Request shift swaps
  - Respond to any notices/questions
- Attend Bi-weekly meetings that will be held with Conference and/or Camp Coordinator(s).
- Attend one-on-one meetings each month with the Operations RD.

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