Staff Position Description

Title: Office Staff Member 2016 (OS)
Reporting Line: Office Staff reports directly to the Main Office Supervisor
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.

Office Staff Responsibilities:
Office Staff members are responsible for greeting guests that enter the Office of Residential Life. They must upkeep a positive presence at the front desk and are responsible for all aspects of phone communication for the Office of Residential Life. They must keep the front desk presentable and follow other basic secretarial functions.
Office Staff Duties:
- Reports directly to Main Office supervisor.
- Field incoming phone calls and manage voicemail and email notifications to students and staff.
- Maintain a friendly attitude to all staff, parents, & guests that visit the Office of Residential Life.
- Process and handle confidential information including data entry and filing.
- Have a general understanding of all office functions including but not limited to: Resident Assistant Selection, Transitional Housing, Housing Selection, and Key Management.
- Process academic year keys and oversee management of keys inventory.
- Potential End of Year Billing appeal process correspondence
- Maintenance of the Office of Residential Life including light cleaning and organizing.
- Other Duties as assigned.

Office Staff Standard Hours:
- Monday through Friday from 9:00am – 5:00pm.
- Lunches vary between 30 minutes to 1 hour in length; they are unpaid.
- Receive 7 days unpaid vacation time to be submitted before June 7, 2016. No more than 1 staff member can be off at the same time.
- Students only have the ability to work 29 hours a week.
- Absolutely no overtime is allowed in this position.

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