Staff Position Description

Title: Welcome Center Staff (WC)

Reporting Line: The Welcome Center Staff reports directly to the Welcome Center Coordinator

Hours/Week: Part-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 Staff Job Responsibilities:

A Welcome Center staff member is responsible for maintaining the front desk of the Welcome Center located in Stayer Hall. They should have a positive attitude and create a comfortable environment for guests on campus. They are responsible for the transition of groups arriving and departing campus.
Welcome Center Staff Job Duties:

- Answer the phone and document and/or respond to voicemails.
- Assist Welcome Center Coordinators with key/combo preparation for all groups.
- Assist with the checking in of Guest House and summer group participants.
- Maintain the Welcome Center cleanliness.
- Learn and utilize pertinent software which includes StarRez, FileMaker, ScheduleFly and Blogger.
- Log any incidents or reports for coordinators (especially during night shifts) on the WC Log database (Blogger) regarding issues with students, camps, conferences, or guests.
- Continue to perform duties even if there are no residents currently in the building.
- Last person on duty for the night is responsible for on-call coverage from 1:00am – 9:00am.
- Hang proper duty signage.
- Must Purchase and install room phones (must be activated.) The number must be posted on proper signage.
  - No handwritten signs – all must be typed on the proper template.
- Attend one-on-one meetings with a Welcome Center Coordinator that will be scheduled once a month.
- Attend bi-weekly staff meetings with Coordinator and/or Resident Director, attendance and participation is required.
- Other duties as assigned.

Welcome Center Standard Hours:

- Daily from 9:00 AM – 1:00 AM, we will be staffed on Saturdays and Sundays, shifts will be broken up amongst Welcome Center Employees
- Last person on duty for the night is responsible for on-call coverage from 1:00am – 9:00am.
- Shifts are historically broken into 4 hour increments.
  - 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