



BOSTON COLLEGE

Division of Student Affairs

OFFICE OF RESIDENTIAL LIFE

Office Staff Member Position Description

Title: Office Staff Member - 4 positions
Reporting To: Residential Life Administrative Assistant and Facilities Assistant
Hours/Week: Full-Time: 29 hours/week
Compensation: \$12.75/hour; bedspace within air-conditioned apartment with roommate (for majority of summer)
Date Range: May 13, 2020 – August 28, 2020 (housing compensation available until August 19)

Office Staff Position Overview:

Office Staff Members are responsible for greeting guests that enter the Office of Residential Life. This position's main focus is on customer service within the office. They must upkeep a positive presence at the front desk and are responsible for all aspects of phone communication and greeting guests for the Office of Residential Life. Office Staff members must keep the front desk presentable and follow other basic administrative assistant functions as needed. One of these positions is exclusively hired to work with the Facilities Assistant on key inventory and accuracy for the residence halls.

Office Staff Responsibilities:

- Field incoming phone calls and manage voicemail and email notifications to students and staff as it relates to the Office of Residential Life
- 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 phone/email correspondence to the appropriate individuals
- Have a general understanding of all office functions including but not limited to Resident Assistant Selection, Transitional Housing, Housing Selection, Key Management, First Year Housing Placement, and Fall Opening/Move-in
- Maintenance of the Office of Residential Life including light cleaning and organizing main desk area and other cubicles throughout the office
- One individual will be hired exclusively to process academic year keys and oversee the management of keys inventory for Residential Life
- Other duties as assigned

Office Staff Standard Hours:

- Office open Monday - Thursday 9:00am – 5:00pm; Friday 9:00am - 3:00pm; Hours determined upon start of summer with other Office Staff (at least two individuals working at once)
- Lunches are 1 hour in length and are unpaid
- Receive 8 days unpaid Vacation Time (to be submitted before June 15, 2020)

About Summer Housing and the Office of Residential Life at Boston College

Summer Housing & Operations in the Office of Residential Life at Boston College provides housing accommodations for ~12,000 guests staying within our residence halls throughout the months of May-August. Guests include camps, conferences, internship housing, and student housing. We hire ~125 student employees to assist with the efficiency of day-to-day operations through customer service, room preparation, facilities preparation, room bookings, check-in/out, room access, and finances. By collaborating with Facilities, Trades staff, and Event Management, we are able to provide a welcoming and caring experience for those visiting campus.

The Office of Residential Life seeks to create safe, inclusive, and well-maintained living communities. We engage our community members in opportunities to develop spiritually, socially, and academically in the Jesuit, Catholic tradition of the University. We strive to do this through our values of community, inclusivity, learning, faith & spirituality and care.