



BOSTON COLLEGE

Division of Student Affairs

OFFICE OF RESIDENTIAL LIFE

Welcome Center Coordinator Position Description

Title:	Welcome Center Coordinator - 3 positions (1 specializing in Technology/Access)
Reporting To:	Welcome Center and Prep Crew Resident Director
Hours/Week:	Full-Time: 29 hours/week
Compensation:	\$ 14.25/hour; Single occupancy bedroom in air-conditioned apartment with suite/apartment mates (for majority of summer)
Date Range:	May 13, 2020 – August 19, 2020

Welcome Center Coordinator Position Overview:

The Welcome Center Coordinator is responsible for creating and promoting a positive welcome environment for all guests who are staying at Boston College over the summer. They will manage a staff of 14-15 Welcome Center Staff members, who will be responsible for working in the Boston College Residential Life Welcome Center, which serves as our front desk for all summer guests - BC students and external. This individual will create, distribute and collect all cards and keys issued to groups as well as ensure guest inquiries are addressed in a timely manner by the staff. One Welcome Center Coordinator will also assist with the execution of technology/access needs in consultation with the ResLife Systems Analyst.

Welcome Center Coordinator Responsibilities:

- Attend coordinator and professional staff meetings Monday-Friday mornings for an overview of projects and tasks within the summer operation group
- Manage the Welcome Center and staff including maintenance of a positive, clean, welcoming environment; address any concerns in a timely and professional manner
- Review Welcome Center Staff Blogger shift summaries and address any noted guest concerns by the staff and be sure they are followed-up with and addressed in a timely manner
- Assist with coordinating check-in/-out of summer residents/guests with Welcome Center Staff
- Execute the room key/combo preparation and inventory throughout summer:
 - Prepare key/combinations and access cards for all incoming internal and external groups in collaboration with other coordinators
 - Conduct weekly inventories on all keys and cards (including ordering new ones as needed)
 - Communicate missing key/card charges to Finance Coordinators to be charged to individuals
- Help with coordination of Fall move-in process and staffing at the Welcome Center
- Create Welcome Center staff schedule, directions, and any special signage necessary for groups
- Technology/Access: Assist with the coordination of internet and phone connections, social media usage, and access card and pin accuracy/availability for guests
- Attend bi-weekly Welcome Center Staff meetings and regularly scheduled 1:1's with supervisor
- Other duties as assigned

Welcome Center Coordinator Standard Hours:

- Monday - Thursday 9:00am – 4:00pm; Friday 9:00am - 3:00pm
- Lunches are 1 hour in length and are unpaid
- Receive 8 days unpaid Vacation Time (to be submitted before June 15, 2020)
- Occasional night or weekend check-in/check-out assistance for incoming or outgoing groups

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.