



BOSTON COLLEGE

Division of Student Affairs

OFFICE OF RESIDENTIAL LIFE

Welcome Center Staff Position Description

Title:	Welcome Center Staff - ~15 positions
Reporting To:	Welcome Center & Prep Crew Resident Director
Hours/Week:	Full-Time: 29 hours/week Housing
Compensation:	\$12.75/hour; bedspace within air-conditioned apartment with a direct roommate (for majority of summer)
Date Range:	May 13, 2020 – August 19, 2020

Welcome Center Staff Position Overview:

Welcome Center Staff is responsible for maintaining the front desk of the Boston College Residential Life Welcome Center. They serve as customer service associates assisting with check-in/-out of guests and answering the phone and in-person inquiries from current or future summer guests/residents. Welcome Center Staff must have a positive attitude based on the practice of customer service. They will assist with key and access card packet assembly as time allows in consultation with supervisors. Welcome Center staff will also assist with inquiries related to Fall move-in for BC Fall residents.

Welcome Center Staff Responsibilities:

- Staff the Welcome Center front desk, answering the phone/responding to inquiries of incoming, current, and outgoing guests; triage issues to coordinators or professional staff as needed
- Assist Welcome Center Coordinators with key and access card packet preparation for all incoming groups residing in housing
- Assist with the check-in/-out of camps, conferences, and student housing guests
- Maintain a clean and professional working environment in the Welcome Center
- Learn and utilize pertinent software which includes StarRez housing software which are required to maintain accurate guest records and other tasks essential to the role
- Responsible for logging any incidents or reports for coordinators (especially during night shifts) or through Blogger regarding issues with students, camps, conferences, or guests
- Must possess positive customer service skills and a positive attitude to succeed in this role
- Assist with check-in of fall early arrival students
- Attend bi-weekly Welcome Center Staff meetings and regularly scheduled 1:1's with supervisor
- Other duties as assigned

Welcome Center Staff Standard Hours:

- Welcome Staff is staffed seven days a week from 9:00 am- 1:00 am. Shifts are in 4-hour increments and staff must have at least 3 shifts/week (no more than 29 hours/week)
- The last shift each night is responsible for on-call coverage from 1:00am-9:00 am and may log any hours in which you are responding to a guest/resident inquiry
- Must submit expected Vacation Time (to be submitted and approved 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.