Title: Student Coordinator- Housing Operations

Reporting To: Assistant Director for Housing Operations and Summer Operations Resident Directors

Hours/Week: Up to 29 hours/week

Compensation: $16.54/hour; single bedroom, within a shared air-conditioned apartment (for majority of summer)

Dates of Employment: Thursday, May 18th, 2023 - Thursday, August 24th, 2023 (summer housing available until Sunday, August 13th. If you have an assignment on campus during the Fall semester, you will be able to move into your Fall room by August 14, 2023)

Position Overview:
The Office of Residential Life strives to create a safe and welcoming environment for all students by engaging our residents on topics related to diversity and inclusion, faith and spirituality, responsible social activities, and academics.

The Student Coordinator for Housing Operations will work directly with the Assistant Director(s) responsible for housing assignments and summer operations to assist with housing bookings, room changes, and other housing assignments processes for the summer and fall terms. This role is responsible to ensure that all summer housing bookings are accurate and collaborates to generate appropriate housing billing statements for current students and summer groups. The Student Coordinator for Housing Operations will assist with the management of move in/out processes throughout the summer, as well as early arrival housing applications for the Fall Semester. This position may also assist with Summer Orientation housing tours and informational resource fairs, as well as responding to students/families in regards to their housing questions.

As a member of the Residential Life team, you are expected to uphold high standards of personal and professional conduct. Student positions in Residential Life might require administrative or physical work depending on the role, but all staff members are expected to deliver a high level of customer service to students, families, university staff, and community members at all times while performing their role.

In the course of this role, you may become aware of private information about a student or departmental process. It is expected that you will maintain the privacy of all information you learn in the course of your role, both online and when communicating with others in or out of the office in addition to agreeing to the terms of the Student Leader Confidentiality Agreement.
Responsibilities:
While you may be assigned additional or one-time tasks in a given week, below is a list of some of the more common tasks you may perform. These include, but are not limited to, the following:

- Attend coordinator and professional staff meetings Monday-Friday mornings for an overview of projects and tasks within the summer operation group
- Attend required check-in meetings to receive tasks for the day and be made aware of any ingoing/outgoing campus groups
- Assist with all email (student housing BC email) and in-person communication with student housing individuals and groups (and their BC liaisons)
- Assist with housing assignments, creating bookings, and audits to ensure housing records are consistently accurate.
- Assist with the organization and operation of check-in/-out of camps, conferences, and student housing guests, as needed
- Assist with housing requests and applications received throughout the summer months
- Learn and utilize pertinent software, which includes StarRez, which is required to maintain accurate guest records and other tasks essential to the role
- Responsible for logging any incidents or reports for coordinators through a Google Form that will be provided regarding issues with students, camps, conferences, or guests
- Assist with check-in of Summer residents and Fall early arrival students
- Attend weekly Summer Operations Staff meetings and scheduled 1:1s with supervisor
- Assist with management of Fall early arrival applications and bookings through phone and email communication
- Communicate with Resident Director and Student Coordinators regarding billing, linen, and access needs for student groups
- Assist with training and management of all summer operations tasks for student staff working for summer operations (Community Assistants, Prep Crew, Summer Operations Assistants, Facilities Assistants)
- Learn and utilize pertinent software, which includes StarRez, which is required to maintain accurate guest records and other tasks essential to the role
- Other duties as assigned

Important Dates or Hours/Opportunities for Additional Hours:
Specific responsibilities may vary from week to week depending on events of processes occurring in the department but the following dates or times are particularly busy times for our office or this role and you will be expected to be available:

- All-Staff Orientation: Friday, April 28th 2023; 4:00PM-6:00PM
- Summer Operations Assistant Training: Thursday, May 18th, 2023; 9:00AM-5:00PM
- Spring to Summer Housing Transition: Friday, May 26th, 2023; time TBD
- Reunion Weekend: Friday, June 2nd, 2023-Sunday, June 4th, 2023
- Summer to Fall Housing Transition: Sunday, August 13th, 2023
Opportunities for Additional Hours: Assisting with First Year Orientation check-in/-out

To ensure adequate coverage and staff presence, any requests for time off must be submitted minimally two weeks in advance. All time off is unpaid and time away will not be approved for the important dates listed above.

Staff must log their hours accurately each day into PeopleSoft and time will be approved by the supervisor weekly; if a staff member does not enter their hours by the weekly deadline, there will be a delay in getting paid.

BC Student Employee Hour Policy

In accordance with university policy, during the summer employment term students may work 30 or more hours per week (to a maximum of 40 hours per week), but **may not** work more than 12 weeks of the summer employment period working these hours as a student employee of Boston College, even if working more than one job for BC. Students may only work more than 12 weeks of the 14-week summer employment period if they average no more than 29 hours per week throughout the summer. **Due to the requirements of the Summer Operations Assistant position, students will not be able to work more than 29 hours per week across all BC jobs during the summer employment period.**

Requirements

Specific responsibilities may vary from week to week depending on events of processes occurring in the department.

- Commitment to abide by and enforce all policies set forth in the Conditions for Residency and Student Code of Conduct at all times, as well as any applicable Boston College policy
- Ability to adhere to the Student Confidentiality Agreement and safeguard confidential and sensitive Boston College information and data
- Positive actions and attitudes that will reflect positively on Boston College both during and outside regular work shifts
- Adherence to business casual dress code which includes the Boston College summer housing shirt that will be provided
- Excellent verbal and written communication skills
- Excellent time management skills
- Must be a current Boston College student at time of hire.
- Must possess positive customer service skills and a positive attitude to succeed in this role
- Must maintain good record keeping