Title: Student Coordinator- Summer Operations

Reporting To: Summer Operations Resident Directors

Hours/Week: Up to 29 hours/week

Compensation: $17.36/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 Coordinators for Summer Operations serve as leaders and supervisors to the Summer Operations Assistants. The Summer Operations Coordinators will create and maintain the staff schedule, assist with training of the staff, and daily management of tasks. They will assist and co-manage the responsibilities of the Operations Assistants which includes, but not limited to, maintaining the front desk of the Boston College Residential Life Welcome Center, helping to prepare for incoming and outgoing groups staying on our campus, conducting inventories, and key packet preparation. 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. Additionally, as shifts are assigned, Summer Operations Coordinators will help with preparing rooms for occupancy, which includes but is not limited to making beds and supplying toiletries.

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 required check-in meetings to receive tasks for the day and be made aware of any ingoing/outgoing campus groups
- Manage the student staff and 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
  - Welcome Center is staffed seven days a week from 7:00AM-1:00AM. Shifts are in 4-hour increments and with 3-4 Summer Operations Assistants working during each shift, with more staff being assigned during busier periods throughout the summer
- Manage the 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
- Create Welcome Center staff schedule, directions, and any special signage necessary for groups
- 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 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
- 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
- Prepare all guest rooms in a timely and organized manner by making beds/placing linens and toiletries as needed based on incoming groups
- Collaborate with Student Coordinator for Prep Crew to to conduct room inspections prior to guest arrival to ensure quality
- Assist with receipt of linen delivery and linen pick-up
- Assist BC Facilities Staff with room inspections to prepare spaces for academic year housing
- 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)
- 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