Welcome Center & Prep Crew Staff Position Description

Title: Welcome Center & Prep Crew Staff
Reporting To: Welcome Center & Prep Crew Resident Director
Hours/Week: 29 hours/week
Compensation: $13.50/hour; bedspace within air-conditioned apartment with a direct roommate (for majority of summer)
Date Range: May 19 - August 27, 2021 (housing compensation available until August 18)

Welcome Center & Prep Crew Staff Position Overview:
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.

Welcome Center & Prep Crew 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. Staff members must have a positive attitude based on the practice of customer service. They will assist with key packet assembly as time allows in consultation with supervisors.

The Welcome Center & Prep Crew Staff works to prepare residence halls for guests that will be arriving. They are responsible for making beds and placing toiletries in rooms for camp and conference guests coming to campus over the summer. They assist with organizing the linen inventory. During slow times, the staff may assist with administrative functions needed to prepare housing for guests or assist Facilities Staff with room inspections to prepare for the academic year students.

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
● Attend Prep Crew meetings each morning to discuss and divide daily tasks with coordinators
● Assist with the check-in/-out of camps, conferences, and student housing guests
● Prepare all guest rooms in a timely and organized manner by making beds/placing linens and toiletries as needed based on incoming groups
● Conduct room inspections prior to guest arrival to ensure quality
● Assist with putting up bulletin boards in on-campus housing
● 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
● Occasionally assist with bringing belongings to guest rooms
● Assist with receipt of clean linen delivery and dirty linen pick-up
- During summer downtime, assist welcome center coordinators with key checks of vacant rooms and key packet preparations; camps/conference coordinators with paid weekend check-in/check-out shifts.
- Assist BC Facilities Staff with room inspections to prepare spaces for academic year housing
- 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

**Standard Hours:**
- Welcome Center 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 5 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
- Receive 8 days unpaid Vacation Time