Title: Graduate Assistant for Housing Assignments
Reporting To: Assistant Director for Housing Assignments & Occupancy
Hours/Week: 20 hours/week (includes occasional night and weekend commitments)
Stipend: $11,000 (academic year)
Tuition Remission: Tuition Remission for 15 credits/year
Term: August 5, 2018 - May 21, 2019

About Boston College and the Office of Residential Life

Boston College is a Division One university with approximately 9,100 undergraduate students (7,600 residential), located on 118 acres in Chestnut Hill, Massachusetts, a beautiful suburb seven miles from the center of Boston. Founded by the Society of Jesus in 1863, Boston College has strong Jesuit Catholic educational values, which are used as a foundation for our work with and care for students.

The mission of the Office of Residential Life is to create a respectful, healthy, and safe living community for our residents. We are committed to integrating the Ignatian tradition into the formation of each student by connecting their intellectual, ethical, religious, and spiritual lives through a myriad of programs and services. Our role in this formational development is achieved by promoting the academic mission, encouraging responsible and ethical behaviors, engaging residents in conversations regarding diversity, and creating safe, well-managed learning environments where students can seek the greater good.

Under the leadership of the Associate Vice President, Director of Residential Education, and Director of Operations, the department consists of 40 professional staff members, 29 graduate positions, 192 RAs, and 20 additional student employees.

Position Overview

The housing assignments team coordinate all operational aspects of the room assignments process for approximately 7,500 undergraduate students, which include new student assignments, room selection for upperclassmen, and room changes during the academic year. Reporting to the Housing Assignments Specialist, the primary objective for the Housing Assignments Graduate Assistant is to assist with the university’s housing placement and room selection processes. As an integral member of the housing assignments team, the Housing Assignments Graduate Assistant will develop skills in customer service, educational programming, research and assessment, and housing operations.

Important Dates

- Graduate Assistant Training – August 5th - August 10th
- University move-in week - Sunday Aug. 19 - Sunday Aug. 26, 2018
- Room Selection Process - March 2019 (2nd and 3rd Weeks)
Specific Responsibilities

Assist with housing assignment educational initiatives and improve student satisfaction: Tasks include:

- Provide customer service support to students, parents and stakeholders by maintaining department email account and responding to phone calls
- Create and implement a room selection education and assessment campaign to increase student awareness and satisfaction
- Educate students, faculty and staff on housing assignment information by presenting at staff meetings and student programs
- Research room selection best practices and assist housing assignment supervisors with improving the room selection process
- Participate in the housing appeals process for students wishing to live on campus
- Assist with information fairs and info sessions
- Assist with managing and updating the StarRez housing database
- Attend and contribute to departmental and divisional meetings
- Serve on various departmental committees
- Attend weekly supervision meetings
- Other duties as assigned

Hours

Because of university policy, no graduate student is permitted to work more than 29 hours/week at Boston College. This means that you may not hold another position for more than 9 hours/week at the university.

Qualifications

- Bachelor’s degree required, and full-time enrollment in a master’s degree program at Boston College; strong preference given to those enrolled in the Higher Education Administration program
- A strong commitment to participating in a diverse and inclusive environment
- The ability to connect with students and staff on a personal, as well as formational level
- The ability to communicate effectively, both orally and in written manner, with students, visitors, parents, staff and other members of the Boston College community
- Comprehension and appreciation of the Jesuit and Catholic values and mission, and the traditions and heritage of Boston College and a willingness to express and abide by those values and mission
- Skills in new media (web page, publications, video, communications projects)
- Customer service experience preferred
- Proficiency in StarRez or similar program preferred
- Marketing and publicity experience preferred

Supervisor Contact

Name: Austin Hanlin
Position: Housing Assignments Specialist
Office of Residential Life, Boston College
Email: austin.hanlin@bc.edu
Phone: (617) 552-3341
Resignation & Termination

I agree and accept that the appointment to the position of Graduate Assistant for Housing Assignments, and understand that I may be terminated at such time that I fail to abide by the above mentioned conditions. In the event of my resignation or termination from the Residential Life staff, I understand that all of my benefits will cease immediately. The benefits include stipend, tuition remission, and others given by the department or as a part of the position. I also understand that any credit to my account will be prorated through the last day of my agreed upon employment on the staff (i.e., 15 weeks per semester, resign end of the second week, will only receive two weeks of credit, all other credits will be immediately canceled).

Print Name: __________________________ Signature: __________________________

Date: _______________________________ Eagle ID: __________________________

*Updated December 2017*