Summer Staff Position Description

Title: Welcome Center Staff (WC)
Reporting To: Welcome Center Coordinator
Hours/Week: Full-Time: 29 hours/week
Date Range: May 16, 2018 – August 27, 2018

About Summer Housing, the Office of Residential Life, and 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 the 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.

Welcome Center Staff Position Overview:

A Welcome Center staff member is responsible for maintaining the front desk of the Welcome Center located in Stayer Hall. They should have a positive attitude and create a comfortable environment for guests on campus. They are responsible for the transition of groups arriving and departing campus.

Welcome Center Staff Responsibilities:

- Answer the phone and document and/or respond to voicemails.
- Assist Welcome Center Coordinators with key/combo preparation for all groups.
- Assist with the checking in of Guest House and summer group participants.
- Maintain the Welcome Center cleanliness.
- Learn and utilize pertinent software which includes StarRez, FileMaker, ScheduleFly and Blogger.
- Log any incidents or reports for coordinators (especially during night shifts) on the WC Log database (Blogger) regarding issues with students, camps, conferences, or guests.
- Continue to perform duties even if there are no residents currently in the building.
- Last person on duty for the night is responsible for on-call coverage from 1:00am – 9:00am.
- Hang proper duty signage.
- Attend bi-weekly staff meetings with Coordinator and/or Resident Director, attendance and participation is required.
- Other duties as assigned.

Welcome Center Staff Standard Hours:

- Monday through Friday 9:00 AM to 1:00 AM, will be staffed on Saturdays and Sundays. Shifts will be broken up amongst Welcome Center employees. Broken up into 4 hour increments
- Last person on duty for the night is responsible for on-call coverage from 1:00 AM to 9:00 AM.
- Lunches are unpaid, and range from 30 minutes to 1 hour.
- Absolutely no overtime is allowed in this position.