

## BOSTON COLLEGE • OFFICE OF RESIDENTIAL LIFE

### **Summer Operations Coordinator Description**

**Title:** Summer Operations Coordinator

**Reporting To:** Summer Operations Resident Directors

**Hours/Week:** 20-29 hours/week

**Compensation:**

- Minimum starting wage-\$17.36/hour during assigned work shift (Starting wage subject to final approval in April 2024)
- Single bedroom within an air-conditioned apartment over the duration of employment with 2-4 apartment roommates.
- Summer housing available until Saturday, August 10th; students with a Fall 2024 housing assignment will be permitted to move directly into their fall housing assignment between Sunday, August 11, 2024-Tuesday, August 13, 2024. Students without a fall housing assignment will not be able to remain on-campus past Saturday August 10th.
- Receive 5 unpaid vacation days-
  - Must submit expected vacation time at least three weeks in advance and receive written approval from supervisor to ensure adequate coverage and staff presence.
  - No requests will be granted during the following dates: May 15-May 31, 2024 or August 5-August 24, 2024.

**Dates of Employment:** Wednesday, May 15, 2024 - Thursday, August 22, 2024.

**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 Summer Operations Coordinators serve as leaders and supervisors to the Summer Operations Assistants (SOA). 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 include, but are not limited to, administrative support in the Residential Life Summer Welcome Center or Residential Life Office in Maloney Hall, physically helping to prepare for incoming and outgoing groups staying on campus, linen audit and inventory, preparing and auditing keys/access cards, and key packet preparation. They serve as customer service associates assisting addressing all components of on-campus

housing for BC students and guests with check-in/-out of guests and answering the phone and in-person questions from current or future summer guests/residents. Additionally, Summer Operations Coordinators are responsible for managing the team in preparing rooms for occupancy, which includes but is not limited to, assisting with laundry delivery, un-making and making beds, supplying toiletries, resetting furniture, and addressing facilities concerns. Summer Operations Coordinators must maintain a positive attitude and deliver a high level of customer service to students and guests at all times, and address any staff concerns in regards to customer service.

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 assignments for the day and be made aware of any ingoing/outgoing campus groups
- Schedule daily SOA morning meetings to discuss and assign tasks for the day
- Manage the student staff as they answer Residential Life department phones, take messages, and respond to questions of guests and summer students; assist with triaging issues
- 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
- Assist with SOA staff scheduling
- Prepare and place welcome signage, including individual apartment door signage, necessary for the arrival and departure of groups
- Maintain a clean, organized, and professional working environment throughout all Residential Life spaces through the duration of summer (Welcome Center, Main Office, Storage Areas, etc.)
- Review SOA staff shift summaries and address any noted guest concerns by the staff. Please be sure they are followed up with and addressed in a timely manner
- Utilize software required to maintain accurate guest and student records
- 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/check-out of Summer residents and Fall early arrival students
- Attend weekly Summer Operations Staff meetings and scheduled 1:1s with supervisor

- Ensure all guest rooms are prepared, which includes making beds/placing linens, providing toiletries and other guest amenities, resetting furniture, to the highest standards according to guidelines. Conduct room inspections prior to guest arrival to ensure quality of bedspace.
- Manage receipt of linen delivery, collection, and inventory; Submit linen inventory reports on a weekly basis
- Ensure the SOA team executes all required tasks by the appropriate deadlines and conduct on-going training and management of team members.
- Address and report all policy and facility concerns
- Other duties as assigned

#### **Important Dates or Hours/Opportunities for Additional Hours:**

Specific responsibilities may vary from week to week depending on events or 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 12 2024; 3:00PM-5:00PM
- Summer Coordinator Training: Monday May 6, 2024, 10am-12pm
- Summer Operations Assistants Training: Thursday, May 16th, 2024; 9:00AM-12:00PM and Friday, May 17th, 2024; 1:00PM-5:00PM
- Spring to Summer Housing Transition: May 16 - Wednesday May 22, 2024
- Reunion Weekend: Friday, May 31, 2024-Sunday, June 2, 2024
- Messina College Move-In: Sunday July 7, 2024 8:30-12:30pm
- Summer to Fall Housing Transition: Saturday August 10- Sunday, August 11, 2024
- Orientation 7 Move-in: August 17, 2024 & August 18, 2024

#### **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 Coordinator 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 or 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

- Must be in good conduct throughout the duration of employment. Any student cannot be on active University Probation.
- Positive actions and attitudes that will reflect positively on Boston College both during and outside regular work shifts
- Excellent verbal and written communication and 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
- Adherence to business casual dress code which includes the Boston College summer housing shirt that will be provided
- Applicants must be exclusively available for this position without engaging in other BC employment
- Preferred requirements
  - Applicants have held previous positions where they served as a leader or supervisor to a group of peers
  - Applicants have served in a Summer Operations position with Residential Life previously