

Summer Operations Coordinator

Summer Operations Resident Directors

20-29 hours/week

Minimum starting wage-\$17.36/hour during assigned work shift (Starting wage subject to final

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

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

Specific responsibilities may vary from week to week depending on events in process<sup>2</sup>

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

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