



# BOSTON COLLEGE

## Division of Student Affairs

### OFFICE OF RESIDENTIAL LIFE

## Summer Operations Coordinator Staff Agreement Summer 2025

**Title:** Summer Operations Coordinator

**Reporting To:** Summer Operations Resident Directors

**Hours/Week:** 25-29 average hours throughout entire summer

**Compensation:**

- Minimum starting wage: \$17.97/hour during an assigned work shift
- Single bedroom within an air-conditioned apartment over the duration of employment with 2-4 apartment roommates.
- Summer housing is available until Saturday, August 9th; students with a Fall 2025 housing assignment will be permitted to move directly into their fall housing assignment between Sunday, August 10, 2025-Tuesday, August 12, 2025. Students without a fall housing assignment will not be able to remain on-campus past Saturday, August 10th.

**Dates of Employment:** Wednesday, May 14, 2025 - Thursday, August 21, 2025.

**Our Mission**

Members of the Boston College Residential Life Summer Staff serve Boston College, a university that embodies the Jesuit Catholic tradition and seeks to promote the values that this tradition represents. I understand that as a Boston College staff member, I am charged with furthering those goals by fulfilling the following terms of this agreement, including the Student Leader Confidentiality Agreement attached hereto, and by maintaining at all times exemplary standards of personal and professional conduct.

**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 (SOCs) serve as leaders and supervisors for the Summer Operations Assistants (SOAs). The SOCs 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 SOAs, which include, but are not limited to, administrative support in the Residential Life Summer Welcome Center, physically helping to prepare for incoming and outgoing guests/students staying on campus, linen/toiletry audits and inventory, preparing and auditing keys/access cards, and key packet preparation. They serve as customer service associates, assisting in addressing all components of on-campus housing for BC students and guests with check-in/-out and answering the phone and in-person questions from current or future summer guests/residents. Additionally, SOCs are responsible for managing the team in preparing rooms for occupancy, which includes, but is not limited to, assisting with laundry delivery, un-prepping and preparing beds, supplying toiletries, resetting furniture, and addressing facilities concerns. SOCs 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 regard 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 and physical work. 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, guest, 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 tasks in a given shift, below is a list of some typical tasks you may perform. These include, but are not limited to, the following:

- Serve as a customer service associate, assisting with all aspects of on-campus housing for BC students and guests, including guest check-in and check-out, as well as handling phone and in-person inquiries from current and prospective summer guests and residents.
- Attend daily and weekly required check-in meetings to receive assignments and be made aware of any incoming/outgoing campus guests/students.
- Schedule daily SOA morning meetings to discuss and assign tasks for the shift.
- Oversee the SOAs as they answer Residential Life department phones, take messages, and respond to questions of guests and summer students.
- Assist in triaging issues in accordance with Residential Life Summer Operations Procedures.
- Manage the key and access card packet audits and preparation for all incoming guests/students residing on campus.
- Manage and assist with the check-in/-out of camps, conferences, orientation, and seasonal transitions; such as, Spring to Summer Transitions, Summer to Fall Transitions, Fall Early Arrival move-in, etc throughout all residential facilities on all BC campuses.
- Manage SOA staff scheduling, including the coordination and management of shift trade requests to ensure smooth operations coverage.
- Manage 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, Storage Areas, etc).
- Review SOA staff shift summaries, collaborate with Residential Life professional staff to address, document, and conduct appropriate follow up for any concerns raised, in a timely manner.
- Appropriately utilize software required to maintain accurate guest and student records.
- Responsible for documenting any incidents through a Google Form which will be provided regarding issues with students, camps, conferences, or guests.
- Participate in the mid-summer performance evaluation process, including scheduled 1-on-1 meetings with supervisors to discuss performance.
- Ensure all guest accommodations meet the highest standards of preparation according to established guidelines. Responsibilities include, but not limited to, setting up rooms with required furnishings and amenities, conducting thorough pre-arrival inspections to verify room quality, key access, and functionality. After guest departures, perform post-inspections, manage any necessary maintenance requests, and handle the collection of linens, keys, and any items left behind.
- 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-related concerns to the appropriate parties through designated reporting platforms, ensuring timely communication of maintenance, conduct, and safety issues.
- Serve as Welcome Wagon staff for Brookline students move in, which includes lifting/moving student items, etc.
- Responsible for assisting with room lockout procedures in conjunction with the Community Assistants' coverage hours and will act in accordance with [Residential Life Access Agreement Form](#).
- Other duties as assigned.

### **General Expectations**

- I understand that as an employee of the Office of Residential Life with eligibility to reside in summer on campus housing, I am to abide by and enforce all policies set forth in the Conditions for Residency, and the Student Code of Conduct at all times, as well as any applicable Boston College policy, including the Summer Alcohol and Drug Policy described below.

- I understand that due to the visibility of the position, I must ensure that my actions and attitude reflect positively on Boston College, both during and outside of my regular work shifts.
- I understand that I will have access to confidential information, including certain Boston College student data, as part of my position. I have read and signed the Student Leader Confidentiality Agreement that is attached at the end of this document and agree to safeguard confidential information and other sensitive Boston College data in accordance with the terms of the Student Leader Confidentiality Agreement.
- I understand that my attire while on shift must include the Residential Life summer housing t-shirt provided, and any additional attire should be appropriate for the working conditions.
- I understand that I am required to find coverage or swap days with other staff. Should I be unable to find coverage, I understand that I am responsible for completing my shift as assigned.
- I have reviewed the required work dates and understand that I am expected to be present and work for my position on these dates. I understand that I will not have outside scheduling conflicts on these dates.
- I understand that I will be provided Boston College housing for the majority of the summer, as set forth above, in the form of a bed space in an air-conditioned apartment. It is required that I stay in my assigned room for the duration of my summer housing period.
- I understand a requirement of accepting this position is maintaining a flexible attitude regarding when I will be able to move into my summer assignment as well as when I will be asked to leave my summer assignment.
- I understand that if I am not residing on campus in the Fall of 2025, I will need to make arrangements for housing after August 9th, 2025 until the end of my employment term on August 21st, 2025.
- I understand that the dates of my employment will be Wednesday, May 14, 2025 - Thursday, August 21, 2025.
- I agree to review and meet all expectations of my position to the best of my ability.

#### **Important Dates:**

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 required to be available. Please be aware that certain times of the year may require additional shift coverage, such as the end of May when we are typically busier. Conversely, there are down periods, such as late summer, when we may need less coverage than usual:

#### **Important/Required Dates:**

- All-Staff Orientation: Friday, April 11th; 3:00PM-5:00PM
- SOC Training: TBD, Weekend in April
- SOA Training: Wednesday, May 14th & Thursday, May 15th; 1:00PM-5:00PM, & Friday, May 16th; 9:00AM-12:00PM
- Spring to Summer Housing Transition: Friday, May 16th - Tuesday, May 20th
- Reunion Weekend: Friday, May 30th - Sunday, June 1st
- Orientation 1 Move-in: Sunday, June 8th - Tuesday, June 10th
- Orientation 2 Move-in: Sunday, June 15th - Tuesday, June 17th
- Orientation 3 Move-in: Sunday, June 22nd - Tuesday, June 24th
- Orientation 4 Move-in: Sunday, June 29th - Tuesday, July 1st
- Brookline Campus Move-In: Sunday, June 6th, 8:30AM - 12:30PM
- Orientation 5 Move-in: Sunday, July 13th - Tuesday, July 15th
- Orientation 6 Move-in: Sunday, July 20th - Tuesday, July 22nd
- Orientation 7 Move-in: Saturday, August 16th - Sunday, August 17th
- Summer to Fall Housing Transition: Saturday, August 11th - Sunday, August 12th

#### **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.**

**Resignation or Termination**

- I understand that my appointment to the position on the Summer Operations Staff may be terminated if I fail to comply with the conditions outlined above. I also understand that this may result in referral to the university's student conduct process, which could impact my eligibility for Boston College housing in the future.
- In the event of my resignation or termination from the Boston College Residential Life Summer Staff, I understand that my summer housing benefits will cease immediately and I would need to relocate myself and my belongings to an off-campus location.

**Summer Alcohol and Drug Policy**

Students are expected to abide by the alcohol and drug policies set forth in the Conditions for Residency and the Student Code of Conduct at all times. In addition, and notwithstanding anything to the contrary set forth therein, during the summer months, residential students must also comply with these additional requirements:

- NO alcohol is permitted within residence halls, regardless of age.
- Students must not be in the presence of or under the influence of alcohol or drugs while on-campus, including in the residence halls, regardless of age; students must not be under the influence of marijuana or illicit drugs on- or off-campus.
- These additional requirements apply to all guests.
- You understand that violating any of these policies may result in immediate removal from my summer housing and summer employment.
- In the event of any conflict between this Summer Alcohol and Drug Policy and the alcohol and drug policies set forth in the Conditions for Residency and the Student Code of Conduct, this Summer Alcohol and Drug Policy shall prevail.

**Agreement Authorization**

I understand and agree to abide by all the terms of employment encompassed in this position. I also understand that failure to comply with any of the regulations listed above may result in the loss of this position. By signing this contract below and accepting this position, I am agreeing to all the terms of employment stated above.

\_\_\_\_\_  
Student Name (printed)

\_\_\_\_\_  
Eagle ID (first 8 digits)

\_\_\_\_\_  
Student Signature

\_\_\_ / \_\_\_ / 2025