



BOSTON COLLEGE

Division of Student Affairs

OFFICE OF RESIDENTIAL LIFE

Summer Operations Assistant Staff Agreement Summer 2025

Title: Summer Operations Assistant

Reporting To: Summer Operations Resident Directors and Summer Operations Coordinators

Hours/Week: 15-29 average hours throughout entire summer

Compensation:

- Minimum starting wage: \$15.52/hour during assigned work shift
- Shared bedroom within an air-conditioned apartment over the duration of employment with direct roommate and apartment roommates.
- Summer housing 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 12th, 2025. Students without a fall housing assignment will not be able to remain on-campus past Saturday, August 9th.

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 Assistants (SOAs) are responsible for serving as customer service associates addressing all components of on-campus housing for BC students and summer guests. This can include, but not limited to, serving as administrative support in the Residential Life Summer Welcome Center or Residential Life Office in Maloney Hall, and physically preparing the residence halls for incoming and outgoing guests/students. Specifically, but not limited to, this position assists with check-in/-out of guests at assigned locations, linen/ toiletry audits and inventory, preparing and auditing keys/access cards, key packet preparation, and answering the phone and in-person questions from summer guests/students. SOAs are also responsible for 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. SOAs must maintain a positive attitude and deliver a high level of customer service to students and guests at all times.

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:

- Attend daily required check-in meetings to receive assignments and be made aware of any incoming/outgoing campus guests/students.
- Answer Residential Life department phones, take messages, and respond to questions of guests and summer students; triage issues in accordance with Residential Life Summer Operations Procedures.
- Assist with 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.
- 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).
- Maintain appropriate and detailed records, including but not limited to audits, daily log, etc.
- 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.
- 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.
- 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.
- Assist with receipt of linen delivery, pick-up, storage, and inventory.
- Serve as Welcome Wagon staff for Brookline students move in, which includes lifting/moving student items, etc.
- 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 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 with a direct roommate. 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 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/Required 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:

- All-Staff Orientation: Friday, April 11th; 3:00PM-5:00PM
- 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 Assistant 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 loss of this position. By signing this contract below and accepting this position, I am agreeing to all terms of employment stated above.

Student Name (printed)

Eagle ID (first 8 digits)

Student Signature

___ / ___ / 2025