

Job Description

Operations Assistant (May 28, 2019 – August 14, 2019)

Boston University Tanglewood Institute (BUTI) is recognized internationally as a premier summer training program for aspiring young musicians and is the only program of its kind associated with one of the world's great symphony orchestras. Under the guidance of distinguished professionals, and in the presence of the Boston Symphony Orchestra (BSO), students are immersed in an atmosphere of extraordinary music making fueled by high artistic standards, rigorous programming, and a rich legacy of learning and performance.

Students are housed in five dormitory-style residences including a turn-of-the-century mansion on a sixty-four acre campus within walking distance of Tanglewood, the summer home of the Boston Symphony Orchestra in Lenox, Massachusetts (130 miles west of Boston). The residences house up to 260 students and approximately 30 staff members. Other facilities include classrooms, practice sheds, a dining hall, recreational facilities, and a performance theater.

Responsibilities

This position supports on and off-campus operations, reporting directly to the Director of Operations and Residential Life. This position also works closely with the Facilities Superintendent to address facility issues on campus.

Off-campus Faculty & Staff Housing

- Assists communications with homeowners and faculty/staff during move-ins and move-outs. Coordinates inspections, maintains key inventories, and documents any disturbances. Assists Program Manager and Stage Crew Manager with pianos moving to rented space (does not require physically moving instruments).
- Responsible for managing BUTI guest spaces and the corresponding calendar; communicates with incoming guests as necessary. Arranges cleanings between guests to ensure the suitability of spaces for incoming guests.

Emergency Procedures Oversight

- Ensures all emergency plans are up-to-date and are at or above BU standards
- Trains Student Life Staff on emergency responses
- Coordinates text alert system recipients and tests the system as appropriate
- Coordinates fire drills

Security Oversight

- Assists hiring of overnight security staff and directly oversees security assistants
- Conducts orientation for security staff, including all emergency responses and regular procedures
- Arranges security staff schedules, and reviews logs; provides weekly synopsis to Business and Operations Manager

Support of Student Life Team

- Assists training and development of Resident Assistants, including facility orientations and emergency procedures
- Ensures equipment is properly functioning, including phone and radio devices
- Creates emergency contact cards for program administrators

Quality of Life Surveys

Conducts survey of students at the end of all programs to assess quality of living

Additional

Responsibilities include attending weekly staff meetings, representing West Street Campus at BUTI events, and developing positive relationships within the BUTI and Lenox communities. Additional tasks may arise as the needs of the program dictate. A pro-active attitude and willingness to take initiative are necessary. The AMO is expected to maintain and communicate transparent office hours. Candidates must hold a valid driver's license.

Prior to the May-August timeframe, the Assistant Manager of Operations is responsible for becoming familiar with procedures and the responsibilities of other Student Life Staff team members.

Qualifications

Completion of an undergraduate degree preferred. Experience with a residential life environment is essential. Time management skills are necessary for success. Working knowledge of word processing, spreadsheet, and database software applications is necessary.

Must have the ability to stay organized in a busy and multi-faceted camp-style environment. Professional communication skills are necessary. Possession of a valid U.S. driver's license is necessary for this position.

All positions are enjoyable and educational but demanding in terms of the required time and energy a successful candidate must commit. The positions are live-in (summer only), and the hours staff members work are often dictated by the necessities of the student community rather than by convenience.

Compensation includes weekly salary, living accommodations, daily breakfast/brunch, lunch and dinner, local telephone service, and a Tanglewood grounds pass. The period of employment for this position is from approximately Tuesday, May 29, 2019 through Wednesday, August 14, 2019. After the students arrive on June 16, staff members receive one day off each week. They will also receive one additional day off during two weeks.

Apply online for this and other summer positions at www.bu.edu/cfa/tanglewood/employment. A cover letter outlining your interest and qualifications along with a work resume are required.

parental, or veteran status or any other characteristic protected by law. Inquiries regarding this policy or its application should be addressed to the Executive Director of Equal Opportunity, Equal Opportunity Office, 19 Deerfield Street, Fl. 2, Boston, MA 02215, 617.353.9286.