

Job Description

Student Life Office Coordinator (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

Responsible for the day-to-day organization and administrative support in the Student Life Office. Works closely with other members of the Student Life management team, resident assistants, members of academic, dining, transportation, security, health services, and custodial staffs.

Front Desk

- Responds to phone, email, and in-person inquiries on campus
- Manages flow of communication, troubleshooting as necessary
- Manages receipt and distribution of incoming mail and packages
- Records all front-desk sales and money transactions
- Prepares daily curfew sheets and tracks student requests to leave overnight or other forms requiring parent permissions
- Maintains professional and friendly environment in the office

Pre-season and training

- Coordinates office supplies and equipment needs
- Manages inventories of merchandise
- Prepares all office documents and permission forms
- Understand role in managing emergency situations
- Become familiar with all positions on or off campus in order to effectively provide positive customer service
- Trains head resident assistants and resident assistants assisting coverage of the front desk

General

- Leads office in maintaining a clean and organized atmosphere
- Attends certain planning sessions and meetings with academic and student life team members
- Responsible for ensuring customer service goals are met
- Additional projects may be assigned

This position functions approximately Tuesday, May 28, 2019 - Wednesday, August 14, 2019. Once students arrive, the Student Life Office maintains three daytime shifts: morning shift 7:00am-2:00pm, afternoon shift 12:00pm-6:00pm, and an evening shift 5:30pm - 10:30 pm. Office Coordinators work 6 shifts, with one day off scheduled per week. Two Head Resident Assistants and one Resident Assistant cover the remaining shifts, primarily the evening shifts. Office Coordinators are also expected to be present during move-in days and primary move-out days.

Qualifications

Excellent communication skills required. Completion of undergraduate degree preferred. Experience in an office environment is helpful. Working knowledge of word processing, Microsoft Outlook, spreadsheet, and database software applications is necessary. Attention to detail is essential.

All positions are enjoyable and educational but demanding in terms of the required time and energy a successful candidate must commit. This position may reside off campus.

Compensation includes weekly salary, living accommodations (on or off campus), 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 28, 2019 through Wednesday, August 14, 2019.

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.

Boston University is an equal opportunity employer and gives consideration for employment to qualified applicants without regard to race, color, religion, sex, age, national origin, physical or mental disability, sexual orientation, gender identity, genetic information, military service, or because of marital, 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.