

BOSTON UNIVERSITY
Office of Conference Services

JOB TITLE: RESIDENCE HALL COORDINATOR

EMPLOYMENT DATES: May 5 through August 22, 2008

SALARY: \$370/week; Room and Board provided

WORK SCHEDULE: According to building schedule; includes early mornings, evenings and weekends, 6 days/week

OVERALL RESPONSIBILITIES:

The Residence Hall Coordinators (RHCs) assume the responsibility for the opening, daily operation and shutdown of an assigned residence hall utilized by the Summer Conference Housing Program. This position requires a **significant** time commitment with on-call duties 24 hours a day, 6 days per week.

PRINCIPAL DUTIES:

- Assist in the training and supervision of Front Desk Attendants
- Monitor building key inventory including testing, replacing and accounting of all keys for the building
- Ensure that all guest service equipment (i.e. fans, lamps, irons etc.) are on site and in working order
- Be aware of all facilities, policies and procedures related to the residence hall and verify information is posted
- Organize the Front Desk with necessary manuals, guides and supplies, replenishing as necessary
- Display relevant building, University and local information on the bulletin boards on each floor and in the lobby
- Obtain all program information from office prior to group arrival, review for accuracy and submit to Front Desk
- Inspect all guestrooms prepared by the Room Attendant staff prior to group arrival
- Complete room assignments prior to group arrival
- Compare Front Desk cards against completed Room List upon group departure
- Collect all conference guest evaluation cards and submit to office after group departure
- Inspect all building areas regularly and report maintenance or cleaning issues to Facilities Management
- Monitor Residential Safety operations
- Resolve all lock problems and other guest facility concerns in a timely manner
- Maintain daily contact with the Manager of Conference Operations concerning Room Attendant staff duties
- Supervise all Front Desk operations including assistance with all guest check-in/check-out services
- Ensure Front Desk Logs are accurately kept and reflect all building activities
- Work with Room Attendant staff as necessary
- Apprise Manager of Conference Operations of all employee or guest concerns
- Monitor building vending areas; ensure that machines are in working order and well stocked at all times
- Complete shutdown procedures for assigned residence hall at the end of the season
- Assist with other duties as assigned by the Manager of Conference Operations or other authorized personnel

NOTE:

This position will be on call whenever on duty and is required to wear a uniform shirt and name tag provided by Conference Services while working at the Front Desk.

QUALIFICATIONS:

The Residence Hall Coordinator serves as the liaison between the Manager of Conference Operations and conference guests to ensure proper delivery of goods and services to guests of Boston University. This position operates in a public relations capacity by greeting the group organizers and their guests and by courteously and efficiently providing assistance to them when necessary. Applicants must possess strong communication and organizational skills in order to work effectively with staff, other University personnel and clients. This position requires a willingness to work diligently and independently. Attention to detail, patience and a professional appearance are important. Previous supervisory experience required. A strong work ethic will be expected.