

WEBSTER UNIVERSITY HOUSING AND RESIDENTIAL LIFE
SUMMER RESIDENCE HALLS BUILDING OPERATIONS ASSISTANT (BOA) JOB DESCRIPTION

QUALIFICATIONS

- Be a full-time student of Webster University during the academic year. You are not required to be enrolled in summer classes. Students that graduate in May 2012 are not eligible.
- Demonstrate an ability to initiate various tasks and a willingness to accept responsibility.
- Display an enthusiastic and positive attitude about the on-campus residence halls and campus.
- Must be reliable, flexible, and punctual.
- Maintain a professional, neat appearance and a positive demeanor.
- Be able to move furniture and equipment (with assistance).
- Must uphold and abide by all Residential Life, University, federal, state and local regulations and policies.
- Must attend staff training in May, in addition to required meetings throughout the summer.
- During the summer, you must live on campus in the Webster Village Apartments.

RESPONSIBILITIES

BOAs work approximately 20 hours per week, in addition to on-call responsibilities. The hours may vary from week to week—depending on tasks and conferences, some weeks will have more than 20 hours, some will have less. These staff members work with the summer camps and conference groups that stay in the residence halls. They also assist with building turnover at the end of the spring semester and in preparation for the fall semester. Below is a list of some of the responsibilities associated with this position:

- Display superior customer service abilities in addition to strong interpersonal and communication skills.
- Enthusiastically represent Webster University to all guests.
- Remain informed about Housing and Residential Life and Webster University in order to effectively answer questions and provide assistance to guests.
- Create door decorations and educational signage to welcome and inform conference guests.
- Confront, document, and report policy violations in a timely manner.
- Understand crisis protocol and respond appropriately when emergencies arise within the halls (e.g. fire alarm, medical emergency, flood, power outage, etc.).
- Be familiar with building fire alarm system, and familiarize guests with building evacuation and other emergency procedures.
- Participate in the BOA on-call rotation.
- Provide desk coverage as assigned while conference groups are in the halls.
- Organize, launder, and place linens for conference groups.
- Prepare rooms, lounges, and floors for conference groups; this includes wiping down furniture, floors, and bathrooms and placing toiletries.
- Move furniture for cleaning staff to wax, paint, and clean residence hall rooms.
- Conduct room assessments and document findings on Unit Condition Reports pre and post all conference groups.
- Process and track maintenance work orders.
- Document the number of guests staying with each group and in each room for billing purposes.
- Conduct check-in and check-out processes for all groups.
- Manage and keep accurate inventories on all room keys.
- Distribute staff ID cards for conference groups.
- Conduct regular inventories of conference supplies.
- Keep desk and office area clean and pleasing in appearance.

ACCOUNTABILITY AND TERMINATION

- BOAs are directly supervised by the Community Director of West and East Halls and the Conference Coordinator Summer Intern.
- Staff members who fail to meet the minimum requirements of the position will be taken through the Corrective Counseling process.

REMUNERATION

- Compensated housing in a shared 4-bed apartment for the duration of employment (see contract dates below).
- BOAs work approximately 20 hours per week, in addition to on-call responsibilities. The hours may vary from week to week—depending on tasks and conferences, some weeks will have more than 20 hours, some will have less. If a staff member fails to work the required hours per week and does not make up for the time, he/she will be charged for housing for the appropriate time period during which work was not completed as required.

CONTRACT DATES

Summer 2012

- Start date: Monday, May 14, 2012
- Summer All-Staff Meeting: Monday, May 14, 2012, at 12pm
- Training and additional meetings will be scheduled after staff is hired
- End date: Tuesday, August 14, 2012

Questions? Contact Katie Knetzer, Assistant Director for Housing, at mccombka@webster.edu or 314-246-2031.