

MINNESOTA STATE EXTERNAL POSTING

Job Class: Customer Service Specialist– Job ID 50597 Working Title: Student Services Assistant

Who May Apply:	Open to all qualified job seekers
Date Posted:	11/19/2021
Closing Date:	12/15/2021
Hiring Agency/Seniority Unit:	Ridgewater College-Hutchinson
Division/Unit:	AFSCME
Appointment Type:	Full-time, Unlimited
Work Shift/Work Hours:	Day Shift, 8:00 a.m.-4:30 p.m.
Days of Work:	Monday - Friday
Travel Required:	No
Salary Range:	\$16.91-\$22.15/hourly
Classified Status:	Classified
Anticipated Start Date:	01/19/2022
End Date:	N/A
Re-Posting:	No

Job Summary

This position serves as our campus greeter and first line of contact for appointments, walk-ins, callers and students on our Hutchinson Campus and provides the “first impression” for prospective students, parents and guests in person and via phone and email. The position provides front desk and phone coverage as well as shared administrative support to the Student Services directors and the office areas that they supervise. The position exists to assist in the performance of their duties and to assist with the day-to-day functions of the student services offices; performs student-related tasks to assist with e-services and the completion of applications, registration and other required forms; compiles and maintains files for current, re-entry and inactive students; performs receptionist duties for the operation of Ridgewater College Student Services offices and assists as backup to others in the area. A high level of customer service and confidentiality is required in performing the duties in this position. Organizational skills are utilized in detailed record keeping and data collection.

Qualifications

Minimum Qualifications:

- Customer service skills (phone, in person & online) sufficient to identify and understand parent and students needs and concerns, and ability to deal with difficult emotional situations in a courteous, respectful, professional, and efficient manner.
- English: Ability to fluently speak, read, write, understand and respond to a variety of written and spoken communications.
- Math: Knowledge of arithmetic and mathematics sufficient to maintain complete and accurate financial records, balance and resolve discrepancies.
- Word Processing and Spreadsheets: Ability to use word processing, spreadsheet, and other software applications to create, format, edit, print, and save a variety of

documents, including spreadsheets, tables, charts and graphs. Software may include: Microsoft Word, Excel, PowerPoint, Publisher, etc.

- Data Base Management: Knowledge of basic principles, practices and techniques of database management sufficient to set up and run basic queries, review and analyze data, and identify problem areas. Software may include: Access
- Data entry performance: Knowledge of current data entry procedures, including filing and storage
- Commitment to diversity, equity and inclusion

Preferred Qualifications:

- Experience using MnSCU ISRS systems and ImageNow.
- Knowledge of Ridgewater College academic programs, policies and procedures sufficient to answer diverse questions and/or refer customers to appropriate assistance and a commitment to the values of education for all individuals.
- Interview techniques and communication skills sufficient to obtain routine information from prospective students.
- Organizational skills sufficient to perform detailed record keeping and data collection.
- Knowledge of Federal and State regulations governing financial aid programs along with goals and objectives of the Financial Aid Office.
- Ability to prioritize, multi-task and organize information in an accurate and timely manner despite frequent interruptions
- Ability to maintain the confidentiality of private information according to law, rules, policies and procedures is essential.
- Ability to hire, train and provide work direction of student workers.

Physical Requirements

- Requires occasional lifting and/or carrying such articles as file folders, ledgers and small tools. Although a sedentary job is defined as one which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties.

Additional Requirements

In accordance with the Minnesota State Colleges & Universities Vehicle Fleet Safety Program, employees driving on college/university business who use a rental or state vehicle shall be required to conform to Minnesota State vehicle use criteria and consent to a Motor Vehicle Records check.

Other Information

Employment information for this position can be found in its collective bargaining agreement or its plan document at <http://mn.gov/mmb/employee-relations/labor-relations/Labor>.

How to Apply

You must go to www.mn.gov/careers to apply, search for **Job ID 50597**. If you are unable to apply online, please contact the job information line at 651.259.3637.

For additional information about the application process, go to www.mn.gov/careers.

Contact

If you have questions about the position, contact Kristen Hanson at kristen.hanson@ridgewater.edu or 320.222-6073.

Institution Information

MISSION: Ridgewater College empowers diverse learners to reach their full potential and enrich their lives through personalized and relevant education in an accessible, supportive, and inclusive environment.

VISION: Ridgewater College is a student-centered educational leader focused on innovation, excellence and affordability.

GUIDING PRINCIPLES:

- Enterprising - We are future-focused, and change-oriented, developing creative solutions to challenges that maximize our institutional, system and local resources.
- Empowerment – We develop and empower employees to make decisions to best serve students and stakeholders.
- Excellence – We strive to exceed expectations in all that we do.
- Diversity, Equity, and Inclusion – We seek to understand and appreciate the needs and experiences of every individual and actively work to provide genuine opportunities for everyone to succeed and participate in college activities and processes.
- Trust and Respect – We are committed to developing a culture based in processes and behavior that create trust and respect among all stakeholders.
- Collaboration – We connect and work together to achieve common goals while respecting needs and interests of stakeholders.
- Curiosity and Creativity – We constantly strive to understand, learn, change, and improve.
- Accountability – As individuals and groups, we willingly accept and take ownership of our successes and failures.

Equal Employment Opportunity

Minnesota State Colleges and Universities is an Equal Opportunity employer/educator committed to the principles of diversity. We prohibit discrimination against qualified individuals based on their race, sex, color, creed, religion, age, national origin, disability, protected veteran status, marital status, status with regard to public assistance, sexual orientation, gender identity, gender expression, or membership in a local commission as defined by law. As an affirmative

action employer, we actively seek and encourage applications from women, minorities, persons with disabilities, and individuals with protected veteran status.

Reasonable accommodations will be made to all qualified applicants with disabilities. If you are an individual with a disability who needs assistance or cannot access the online job application system, please contact the job information line at 651.259.3637 or email careers.mmb@state.mn.us. Please indicate what assistance is needed.



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