

MINNESOTA STATE INTERNAL POSTING

Job Class: Customer Service Specialist-Intermediate

- Job ID 53635

Working Title: Admissions Assistant

Who May Apply:	Open only to eligible bidders in the same Agency/Seniority Unit and same job class and option
Date Posted:	03/08/2022
Closing Date:	03/25/2022
Hiring Agency/Seniority Unit:	Ridgewater College-Willmar
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:	Yes, 5%
Salary Range:	\$18.10-\$24.00/hourly
Classified Status:	Classified
Bargaining Unit/Union	207-AFSCME
Work Area:	Student Services
Last Incumbent:	Amelia Amor
Supervisor Name:	Laura Kuvaas
Anticipated Start Date:	04/27/2022
End Date:	
Re-Posting:	No

Job Summary

This position provides administrative support for the student admissions functions of the college. This position reports to the Director of Student Success and is responsible for the following admission-related tasks: acceptance and processing of applications, creating new student records in ISRS and establishing files in Image Now, compiling and maintaining files for current, re-entry/re-enrolling and inactive students; responsible for creating and monitoring program waitlists 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:

- Commitment to diversity, equity and inclusion
- Knowledge of customer service practices and principles sufficient to identify each customer's needs, meet quality standards for services and evaluate customer satisfaction, and skill in customer service sufficient to:
 - Provide prompt, courteous and accurate information to customers in person, on the phone, and through e-mail, text, and other written correspondence;
 - Respond effectively to customers who have questions about the admissions process, deadlines and requirements;

- Perform the duties of the position with courtesy, respect and interest in positive problem solving;
 - Effectively communicate and elicit information with tact and diplomacy in difficult situations;
 - Develop and maintain good working relationships with internal and external customers.
- Knowledge of English sufficient to:
 - Speak, read, write, understand and respond to a variety of written and spoken communications;
 - Communicate effectively with internal and external customers;
 - Read, explain and interpret a variety of materials and follow detailed instructions;
 - Follow detailed instructions and explain complex processes to customers;
 - Write, prepare and edit materials using correct spelling, punctuation, grammar and sentence construction.
- Knowledge of mathematics sufficient to maintain complete and accurate financial records, and to reconcile and resolve discrepancies.
- Knowledge of word processing sufficient 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.
- Knowledge of data entry procedures sufficient to:
 - Compile, sort and verify data accuracy before entering it;
 - Read source documents and enter data in specific data fields;
 - Receive and review source documents, compare documents to database information, and edit, code and correct as needed
 - Input data quickly and accurately
 - Verify input and output of data for completeness, accuracy and discrepancies
- Knowledge of basic principles, practices and techniques of database management sufficient to:
 - Enter and retrieve data for reports
 - Sort **or** classify information into existing databases according to established guidelines
 - Develop and accurately enter information into a database and produce ad-hoc queries and reports for management's use
 - Set up and run basic queries, review and analyze data, and identify problem areas
 - Collect, compile, maintain and present data from multiple databases.
 - Software may include Microsoft Access or similar applications.

Preferred Qualifications:

- Associate's degree
- 2+ years related experience
- Experience using Minnesota State ISRS and ImageNow systems
- Knowledge of Ridgewater College academic programs, policies and procedures and a commitment to the values of education for all individuals
- Ability to take initiative, and work well independently without direct supervision
- Flexibility to adapt to a wide variety of tasks and responsibilities
- Effective planning, organization, prioritization, and evaluation skills

- Ability to manage time and apply a wide variety of information to routine detail work
- Ability to respond to and solve problems in a tactful and friendly manner
- Ability to maintain the confidentiality of private information according to law, rules, policies and procedures is essential

Physical Requirements

- While performing the duties of this job, the employee is regularly required sit, to stand and walk. The employee is frequently required to use hands to finger, handle, or feel; reach with hands and arms; stoop, kneel, crouch, talk or hear.
- The position also requires close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.
- The employee may also be required to lift and /or move up to 10 pounds, and occasionally lift and/or move up to 50 pounds.

Additional Requirements

This position requires successful completion of the following:

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 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 53635**. 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 Keith Balaski at keith.balaski@ridgewater.edu or 320-222-5211.

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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