



# RIDGEWATER

## COLLEGE

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**Ridgewater College Posting**  
**A Minnesota State College**

## **Customer Service Specialist- Intermediate - Administrative Assistant**

**Full-time, Unlimited AFSCME Vacancy Notice**

**Posting Date: 05/30/2025**

*Ridgewater College is seeking an Administrative Assistant at our front desk, this position plays a crucial role in providing general reception and administrative support to faculty, staff, students, and their families in the college community by providing essential information, assistance navigating online resources, answering questions in the areas of course enrollment information, academic records, financial aid, disability services, payments and billing. Do you thrive in a dynamic environment where your interaction is an opportunity to make a difference? Join us in shaping the future of education, one interaction at a time!*

**Classification: Customer Service Specialist- Intermediate (CSS-I)**

**Campus: Willmar**

**Bargaining Unit: AFSCME, 206**

**Employment Condition: Unlimited, Full-time**

**Classified Status: Classified**

**Work Schedule: Monday- Friday, 8:00AM-4:30PM**

**Work Area: Student Services**

**Wage: \$20.45- \$27.12/ hr.**

**PCN: 00760000**

### **Job Summary**

This position serves as the front line of the Student Services department and provides administrative support college-wide, which may include but is not limited to data entry, management of student files and records, document imaging, scheduling appointments, taking meeting minutes and being assigned special projects by others within the college. This position delivers support to students and their families, faculty, staff, and others in the college community by providing essential information, assistance navigating online resources, answering questions in the areas of course enrollment information, academic records, financial aid, disability services, payments and billing. This position requires a high level of customer service, professional knowledge and ongoing training to research, investigate, problem-solve, and resolve both simple and complex student issues under minimal supervisory guidance, regularly exercising professional judgement and discretion on individual student cases. The person in this position must be able to work independently, with minimal supervision and possess the interpersonal communication skills needed to do work for multiple people.

#### **WILLMAR CAMPUS**

2101 15th Ave NW

Willmar, MN 56201

320-222-5200 | 1-800-722-1151

FAX 320-222-5212

#### **HUTCHINSON CAMPUS**

2 Century Ave SE

Hutchinson, MN 55350

320-234-8500 | 1-800-722-1151

FAX 320-234-8512

[www.ridgewater.edu](http://www.ridgewater.edu)

A member of Minnesota State.

Ridgewater College is an affirmative action, equal opportunity employer and educator.  
This document is available in alternative formats to individuals with disabilities upon request.

## **PRINCIPLE RESPONSIBILITIES AND RESULTS**

1. Maintain a thorough and comprehensive understanding of the College's financial aid, records, registration, advising and billing processes, services and resources to provide clear and concise responses to requests for information assistance external customers. Asking inquiring questions is critical before referring to appropriate staff or department. This position provides technical support for using eServices including registration, financial aid, scheduling courses, billing, etc. Answers calls promptly and provides accurate information to callers or routes calls appropriately. Develops rapport and trust with prospective, applicant, and current students to promote the understanding of college policy, procedures, and operations. Demonstrates initiative in resolving situations not requiring personal attention from one of the Directors in Student Services. Treat all interactions with integrity and confidentiality. Direct students and families to resources needed to navigate Student Services. Assist with the intake and handing out of forms/documents. Escalate more complex or time-sensitive issues to the appropriate Student Services staff. Follow-up with students or staff as needed to ensure proper resolution of an issue.
2. Provides clerical and other general office and administrative support for the college's faculty, staff, and administration.
3. Serve as a backup test administrator to the test center on the Willmar campus.

## **KNOWLEDGES, SKILLS, AND ABILITIES**

This position requires analytical and problem-solving skills along with a high level of attention to detail and organizational skills. This position also requires skills in the areas of interpretation of information, computation, ability to work well under pressure and deal with people in a professional manner. In this position, human relations and interpersonal skills are of equal importance with technical skills. This position requires the ability to perform duties with a minimum of supervision and must make appropriate decisions.

### **Minimum Qualifications** *(required skills to enter the job; must be identified on application materials)*

- Knowledge of customer service practices and principles sufficient to identify each customer's needs, meet quality standards for services, that result in customer satisfaction.
- Ability to explain policies and procedures in a clear, concise, and professional manner to both internal and external customers.
- Skill in customer service sufficient to provide prompt and accurate information to customers in person, on the phone, and through email and other written or electronic correspondence.
- Knowledge of math sufficient to maintain complete and accurate financial records and balance and resolve discrepancies.
- Skill in word processing sufficient to prepare, edit, and finalize emails, memos, reports, and/or other documents and types of written communication that are grammatically correct, in proper format, and free of spelling errors.
- Ability to accurately input, verify, and edit electronic data.

### **Preferred Qualifications** *(desired but not required)*

- Experience using Minnesota State systems, including ISRS, ImageNow, D2L, SharePoint, MS Teams, and/or test bank generators.

- Knowledge of Ridgewater College academic programs, policies and procedures and a commitment to the values of education for all individuals.
- Interview techniques and communication skills sufficient to obtain routine information from prospective students.
- Excellence in positive problem-solving skills/dilemma resolution skills.
- Ability to produce well-written reports and summaries.
- Ability to manage multiple projects with precision of detail and with complete follow-through to meet established deadlines.
- Ability to multi-task and organize information (with multiple interruptions) as it is received and prioritize tasks to be completed in an accurate and timely manner.
- Ability to maintain the confidentiality of private information according to law, rules, policies, and procedures is essential.
- Ability to work independently and work effectively in a team environment.
- Ability to write and speak multiple languages.

## Physical Requirements

- Ability to: Work in/maintain a stationary position for extended periods of time and collect and deliver items from one location to another.

## How to Apply

Apply online at [https://minnstate.wd1.myworkdayjobs.com/Minnesota\\_State\\_Careers/job/RIDG---Willmar-Campus/Customer-Service-Specialist---Administrative-Assistant\\_JR0000002507](https://minnstate.wd1.myworkdayjobs.com/Minnesota_State_Careers/job/RIDG---Willmar-Campus/Customer-Service-Specialist---Administrative-Assistant_JR0000002507)

Online application deadline is 11:59PM on June 13, 2025.

## Why Work For Us

GREAT BENEFITS PACKAGE! Minnesota State offers a comprehensive benefits package including:

- 11 paid holidays each year
- Medical Insurance (Single Coverage \$39.66 per month and Family Coverage is \$270.54 per month)
- Dental Insurance (low deductibles)
- Paid Parental Leave (six weeks)
- Employer paid life insurance
- Short and Long Term Disability
- Pre-tax Flexible Spending Accounts (Medical and Dependent Care)
- Retirement Plan
- Tax-deferred Compensation
- Generous vacation and sick leave

## Additional Requirements

In accordance with the Minnesota State Colleges & Universities (MnSCU) Vehicle Fleet Safety Program, employees driving on college/university business who use a rental or state vehicle shall be required to conform to MnSCU's 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/>.

## Contact

If you have questions about the position, contact Felicia Telecky at [felicia.telecky@ridgewater.edu](mailto:felicia.telecky@ridgewater.edu) or 320-234-8534.

## 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](mailto:careers.mmb@state.mn.us). Please indicate what assistance is needed.