



RIDGEWATER

COLLEGE

creating opportunities. changing lives.

Ridgewater College Posting
A Minnesota State College

Bookstore Services Associate

Full-Time, Unlimited AFSCME Vacancy Notice

Posting Date: 06/04/2026

Classification: Customer Service Specialist- Senior

Campus: Willmar

Bargaining Unit: AFSCME, 206 Clerical

Employment Condition: Full Time, Unlimited

Classified Status: Classified

Work Schedule: Monday – Friday, 7:30 AM – 4:00 PM

Work Area: Bookstore

Wage: \$22.23-\$30.09 /per hour (depending on experience and internal equity)

PCN: 01009533

Job Summary

This position provides exemplary customer service and operational support to both internal and external constituents and serves as a frontline representative for the Ridgewater College Bookstore on the Willmar Campus. This position provides customer service to both the Willmar and Hutchinson campus in maintaining accurate and updated information and merchandise on the Ridgewater College Bookstore website. This position requires a strong working knowledge of bookstore operations and merchandise purchasing and inventory management. Under limited supervision, the role supports bookstore functions including merchandise coordination, inventory tracking, online order fulfillment, and financial transactions. The position requires strong problem-solving skills, attention to detail, and the ability to analyze and exercise sound professional judgment while working independently in a fast-paced, student-centered environment.

Responsibilities:

1. Provide frontline assistance to prospective and current students, staff, faculty, and the public on the Willmar campus.
2. Manage bookstore related financial transactions.
3. Manage merchandise purchasing and inventory operations.
4. Perform other duties as assigned to ensure the smooth functioning of the department and maintain the reputation of the organization as a viable business partner.

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

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
- Knowledge of communications sufficient to fluently communicate, read, understand, and respond to a variety of communications, such as customers' questions, product catalogs, requisitions, purchase orders, detailed instructions and procedures, inventory records, and distribution lists
- Knowledge of math sufficient to make change, apply simple formulas, calculate account balances, and amounts owed
- Knowledge of data entry procedures and systems, such as Microsoft Office or similar data entry systems.
- Knowledge of word processing sufficient to use software to create, format, edit, print, and save a variety of documents
- Ability to organize and prioritize tasks independently, follow oral and written instructions, and adapt to changing workloads and deadlines.
- Knowledge of maintaining and updating inventories or equipment, supplies, and commodities.

Preferred Qualifications *(desired but not required)*

- AA/AS Accounting and/or Marketing.
- Experience or education in bookkeeping/accounting/marketing.
- Ability to organize, prioritize and work under pressure to meet deadlines as well as acquire new skills and knowledge to adapt to changes in position.
- Knowledge of Workday, Microsoft Outlook, Internet, Credit Card Systems, and ImageNow.
- Knowledge of MBS Computerized Inventory/Point of Sale Control System.
- Ability to work collaboratively with others throughout the department and campus.
- Ability to develop and document procedures, recommending best practices and revisions as requirements and technology changes.
- Knowledge of and interest in diverse cultures and populations

Physical Requirements:

- While performing the duties of this job, the employee is regularly required 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 employee is occasionally required to sit and climb/balance.
- The employee must regularly lift and /or move up to 10 pounds, frequently lift and/or move up to 50 pounds.

How to Apply

Apply online at:

https://minnstate.wd115.myworkdayjobs.com/Minnesota_State_Careers/job/RIDG---Willmar-Campus/Bookstore-Services-Associate---Customer-Service-Specialist-Sr_JR0000004992-1

Online application deadline for preferred review is 11:59PM on June 18, 2026.

Applications Must Include:

- Cover Letter / Letter of Interest
- Resume
- Application

Why Work For Us

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

- 11 paid holidays each year
- Medical Insurance (Single Coverage \$48.94 per month and Family Coverage is \$333.91 per month)
- Dental Insurance (low deductibles; single coverage \$14.50 per month and family coverage is \$61.86 per month)
- 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 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. Please indicate what assistance is needed.