

Job Title: Campus Resource Specialist

State Job Classification: Customer Service Specialist Intermediate

M State Location: Detroit Lakes Campus

- Responsibilities:**
- Execute the M State Service Commitment and Service Standards, on a daily basis, to ensure all stakeholders have a positive service experience.
 - Assist all students, utilizing all communications systems including logging into the Support Center queue, by analyzing complicated and specialized financial aid, registration, and admissions information and provide services for external customers to facilitate the execution of student administrative services.
 - Provide administrative support to the Dean.
 - Assist in the recruitment and retention of students.
 - Interview, hire, train and supervise student work-study and student workers.
 - Assist prospective and current students in scheduling and communications for testing (ie: Accuplacer assessment)
 - 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. Must be able to travel to meetings.

- Position Qualifications:**
- Customer service skills sufficient to actively listen to and understand customer needs and provide accurate information and appropriate alternatives in a timely, thorough, courteous, respectful, and professional manner.
 - English sufficient to speak, write, prepare, edit materials (spelling, punctuation, and grammar), to ensure the accuracy and completeness of oral communication and written materials.
 - Data Entry skills sufficient to accurately enter data into spreadsheets and databases.
 - Word Processing sufficient to accurately produce documents, using proper business grammar, spelling, and usage.
 - Spreadsheets sufficient to maintain data and produce reports.
 - Data Base Management skills sufficient to develop and correctly enter information in a database; able to produce ad-hoc queries and develop reports for management use.

- Preferred Qualifications:**
- Associate degree or relevant work experience
 - Alternate work schedule in alignment with bargaining unit contract.
 - General knowledge of higher education policies and procedures related to the admissions, registration, and financial aid areas

Detroit Lakes
900 Highway 34 E.
Detroit Lakes, MN 56501
218.846.3794 fax

Fergus Falls
1414 College Way
Fergus Falls, MN 56537
218.736.1510 fax

Moorhead
1900 28th Ave. S.
Moorhead, MN 56560
218.299.6810 fax

Wadena
405 Colfax Ave. SW
Wadena, MN 56482
218.631.7901 fax

- in student services.
- Knowledge of admissions, registration, and financial aid procedures and services sufficient to answer technical questions.
- Experience with complex office procedures.
- High technical ability in ISRS.
- Maintain the confidentiality of private information in order to comply with laws, rules, policies and procedures.

Work Days/Hours: Monday – Friday | 8:00 AM to 4:30 PM

Salary Range: \$17.66 - \$23.41 per hour
\$36,874 - \$48,880 annually

- Benefits:** A comprehensive benefit package offered by the State of Minnesota, Minnesota State Colleges and Universities, and the bargaining unit contract of the position. Benefits include:
- Holidays, vacation and sick leave
 - Retirement
 - Medical and dental insurance
 - Life insurance
 - Accidental Death and Dismemberment
 - Disability insurance
 - Medical/Dental Expense Account
 - Dependent Care Expense Account
 - Health Reimbursement Account (eligibility based on bargaining unit contract)
 - Tuition Waiver (eligibility based on bargaining unit contract)

APPLICATION DEADLINE: August 9, 2021

How to Apply: Go to <http://www.mn.gov/careers>
Search for **Job Opening ID#47590**.
Click "Apply" at the bottom of the Job Posting page.
If you are unable to apply online, please contact the job information line at 651.259.3637.

For more information, contact: Sandi Smith.....218.846.3869
Sandi.Smith@minnesota.edu

If you need accommodations to take part in the application process, please contact Human Resources at (218) 736-1512. For more information regarding M State, refer to our website at: <http://www.minnesota.edu>.

NOTICE: *In accordance with the Minnesota State Colleges and 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.*

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