

**Job Title:** **Campus Resource Specialist**  
[Intermittent position – 2 vacancies]

**State Job Classification:** Customer Service Specialist Intermediate

**M State Location:** 1 vacancy at Detroit Lakes Campus  
1 vacancy at Fergus Falls 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, 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.
  - Assist in the recruitment and retention of students.
  - Interview, hire, train and supervise student work-study and student workers.
  - Schedule appointments for employees as appropriate.
  - 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.

- Position Qualifications:**
- Customer services 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.
  - Database 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 in student services.

**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 28<sup>th</sup> Ave. S.  
Moorhead, MN 56560  
218.299.6810 fax

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

- 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:** Workdays/hours vary and may include evening and weekend work.

\* Intermittent employees work an irregular and uncertain schedule which alternately begins, ceases, and begins again as the needs of the agency require.

**Salary Range:** \$18.10 to \$24.00 per hour

**Benefits:** A comprehensive benefit package offered by the State of Minnesota, Minnesota State Colleges and Universities, and the bargaining unit contract of the position include:

- Retirement

**APPLICATION DEADLINE: OPEN UNTIL FILLED**

**How to Apply:** Go to <http://www.mn.gov/careers> Search for:  
**Job Opening ID#54464 (Detroit Lakes position)**  
**Job Opening ID#54468 (Fergus Falls position)**

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](mailto: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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