

**Job Title:** Campus Resource Specialist  
*[Full-Time Unlimited]*

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

**M State Location:** Detroit Lakes Campus

**Position Purpose:** This position exists to engage each student in his or her own individual development and connect students to the resources they need. This is a Student Services Generalist position that assists students with high level needs in prospect, admissions, financial aid, and registration.

The values that guide our work include access and opportunity, equity, inclusion, belonging, cultural competence, culturally responsive pedagogy & service, and community engagement. Our educational environments are culturally relevant, responsive, and innovative to the students we serve. Our students are assets, we affirm their identities and lived experiences, and provide spaces that are emotionally safe and reflect who students are.

- Responsibilities:**
- On a daily basis, live the mission, vision and values of M State to ensure a positive experience for all students and stakeholders. Service to M State students and stakeholders is a core component of the position and work responsibilities.
  - Assist all students, utilizing all communications systems including logging into the Support Center que, 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.
  - Support for campus and college operations.
  - Assist prospective and current students in scheduling Accuplacer assessment or registration/advising session.
  - Interview, hire, train and supervise student work-study and student workers.

- Minimum 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.

**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

- 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
- Valid driver's license for travel to other campuses.

**Preferred Qualifications:**

- Associate degree.
- 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.
- 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.
- Ability to maintain the confidentiality of private information in order to comply with laws, rules, policies and procedures.

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

**Salary Range:** \$18.55 - \$24.60 per hour  
\$38,732 - \$51,365 annually

**Benefits:** Our benefits aim to balance four key elements that make life and work meaningful: health and wellness, financial well-being, professional development, and work/life harmony. As an employee, your benefits may include:

- Public pension plan
- Training and professional development
- Paid vacation and sick leave
- 11 paid holidays each year
- Paid parental leave
- Low-cost medical and dental coverage
- Prescription drug coverage
- Vision coverage
- Wellness programs and resources
- Employer paid life insurance
- Short-term and long-term disability
- Health care spending and savings accounts
- Dependent care spending account
- Tax-deferred compensation
- Employee Assistance Program (EAP)
- Tuition reimbursement
- [Federal Public Service Student Loan Forgiveness Program](#)

**APPLICATION DEADLINE: December 1, 2022**

**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

- How to Apply:** Go to <https://mn.gov/mmb/careers>
- Search for **Job Opening ID#60783**.
  - Select "Apply for Job" at the top of the page.
  - If you have questions about applying for jobs, contact the job information line at 651-259-3637.
  - For additional information about the application process, go to <https://mn.gov/mmb/careers>.

- Application Must Include:**
- Cover letter
  - Resume
  - Names and contact information of 3 professional references

**For more information,** Sandi Smith.....218.846.3869  
**contact:** [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 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's vehicle use criteria and consent to a Motor Vehicle Records check.*

**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