

Job Title: **Campus Crossing Assistant**
[*Intermittent/On-Call]

State Job Classification: Customer Service Specialist

M State Location: Moorhead Campus

Position Purpose This position exists to provide services and support relating to the operation of Campus Crossing.

The values that guide our work include access and opportunity, equity, inclusion and belonging, cultural competence, cultural 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 and vision of M State to ensure a positive experience for all students and stakeholders. Service to M State students and stakeholders is core component of the position and work responsibilities.
 - Provide the highest quality of service to customers at all times so that satisfaction is maintained.
 - Assist in the operation of retail food, supply, and clothing facility to ensure and maintain the standards so that customers can be properly served and products are in stock.
 - Ensure store preparation is completed daily and to maintain the highest standard in quality so that customers can be properly served.
 - Ensure completion of mail room operational duties so that items are sent and received as prescribed by policy.
 - 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 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 fluently speak, write, read, understand and be understood in responding to a variety of written and oral communications, questions, detailed instructions and procedures.
 - Math skills sufficient to count cash, checks and credit card collections, accurately make change and reconciliation cash register receipts.
 - Spreadsheet experience sufficient to maintain data and produce reports.
 - Knowledge of computerized inventory control methods/systems.

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

- Preferred Qualifications:**
- Two years of formal education beyond high school.
 - Experience with mailroom procedures.
 - Previous related experience in a multi-concept retail facility.
 - Prior experience in a two year educational setting.
 - Must be able to multi-task.
 - Ability to communicate, follow oral and written instructions.
 - Ability to operate in a Windows environment.
 - Organize duties and utilize time management skills.
 - Knowledge of college bookstore operations.
 - Knowledge of point of sale operations and reconciliation procedures.
 - Knowledge of materials and methods used in food preparation.
 - Knowledge of care and use of cooking utensils and equipment.

- Physical Qualifications:**
- Ability to lift or pull up to 50 lbs.
 - Ability to stand for extended periods of time.

Work Days/Hours: Work days and work hours may vary.
**Intermittent employees are "on-call" and work an irregular and uncertain schedule which alternately begins, ceases, and begins again as the needs of the agency require.*

Salary Range: \$17.33 - \$22.70 per hour

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

- Holidays, vacation and sick leave
- Retirement

APPLICATION DEADLINE: **August 16, 2023**

How to Apply: Go to <http://www.mn.gov/careers>
Search for **Job Opening ID#68147**.
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, Becky McMahan.....218.299.6533
contact: becky.mcmahan@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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