Bemidji State University and Northwest Technical College invites
Applications for the position of:

**Receptionist**

AFSCME JOB POSTING

**CLASSIFICATION:** Customer Service Specialist, Intermediate (00138680)

**OPENING DATE:** February 18, 2019

**CLOSING DATE:** March 12, 2019

**POSITION LOCATION:** Financial Aid Office

**WORK DAYS & HOURS:** Monday through Friday, 8:00 am – 4:30 pm (Unlimited, full-time)

**POSITION PURPOSE**
The individual in this position performs receptionist duties and is the initial evaluator of application documents for the Bemidji State University Financial Aid Office. This position provides quality control of incoming application materials and accurate detailed information on student aid programs to current students, prospective students and parents. This position prepares and processes tracking/editing letters, verifies and inputs various forms into the ISRS computer system and communicates with students, parents and outside funding agencies regarding the status and outcome of financial aid applications for Bemidji State University and Northwest Technical College.

**MINIMUM QUALIFICATIONS:**
- **Knowledge of:**
  - Customer service practices and principles sufficient to identify each customer’s needs, meet quality standards for services and evaluate customer satisfaction.
  - Knowledge of standard computer software programs for word processing, spreadsheets, and databases sufficient to create, modify, manage and protect them.
  - English (reading, writing and speaking).
  - Typing/keyboarding sufficient to perform skilled typing tasks with speed and accuracy.

- **Ability to:**
  - Input data quickly and accurately.
  - Ability to use customer service skills on the telephone, in person and online sufficient to provide general and specialized support in a multitude of areas that requires common courtesy, interest in positive problem solving, empathy and the ability to organize ideas logically.

- **Skill sufficient to:**
  - Answer the phone, refer callers and greet visitors with courtesy and respect
  - Schedule and confirm customers’ appointments in person, on the phone, and through e-mail and other written correspondence.
  - Effectively communicate and elicit information with tact and diplomacy in difficult situations.
  - Convey complicated information in an understandable manner as an expert resource for outside agencies and individuals
  - Explain laws, rules, regulations, standards, policies and procedures to customers.
  - Receive and review source documents, compare documents to database information, and edit, code, and correct documents.
PREFERRED QUALIFICATIONS:
- Experience with student information system, preferably the Integrated Student Records System (ISRS).
- Experience with document imaging system, preferably Perceptive.
- Demonstrate knowledge of, an interest in, or experience with, diverse cultures and populations.

PHYSICAL FACTORS:
- Constant: Sitting and near vision
- Frequent: Talking, hearing and midrange vision
- Occasional: Carrying, crouching, firm grasp, kneeling, lifting above shoulder, lifting above waist to chest, lifting below waist, simple grasp, and squatting

APPLICATION INFORMATION:
Internal Bid Process - Open for Bids from eligible AFSCME members from 2/18-2/25. Any current employee interested in this position and eligible to bid should submit a bid application and resume by 4:30 PM, Monday, February 25th to the Human Resources Office. This form is found on the Human Resources website at:
http://www.bemidjistate.edu/offices/human-resources/new-employee-information/supervisors-toolkit/recruitment-selection-hiring/

Apply for Vacancy Posting 30439 on the Minnesota Management and Budget website: http://mn.gov/mmb/careers/

If you are unable to apply online, please contact the job information line at 651.259.3637. For additional information about the application process, go to http://www.mn.gov/careers

If you have questions about the position, contact Stephanie Bard, at Stephanie.Bard@bemidjistate.edu.

All employees must comply with department and institution procedures and policies, MnState policies and procedures, as well as local, state and federal laws, regulations, guidelines and business and industry standards.

This description is intended to indicate the kinds of tasks and level of work difficulty required of the position. It is not intended to limit or modify the right of any supervisor to assign, direct and control the work of employees under his/her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar level of difficulty.

Minnesota State Colleges and Universities is an Equal Opportunity employer/educator committed to the principles of diversity.