Bemidji State University and Northwest Technical College invites

Applications for the position of:

**Application Specialist**

**AFSCME JOB POSTING**

**CLASSIFICATION:** Office and Administrative Specialist Intermediate (01097175)

**BID CLOSING DATE:** Tuesday, April 2, 2019

**OPENING DATE:** March 25, 2019

**CLOSING DATE:** April 23, 2019

**POSITION LOCATION:** Distance Minnesota – Detroit Lakes, MN

**WORK DAYS & HOURS:** Tuesday 10:30-8 pm; Wed, Thurs, Fri 9 – 6 pm; and Saturday 9-2:30 pm

**POSITION PURPOSE**

This position is in Detroit Lakes, MN. This position provides support and participates in the tasks and communications that result in moving students through the application process. Provides prompt and efficient processing of all undergraduate applications for admission to Distance Minnesota consortium and NHED colleges. The primary objective is to provide support, which allows coaches to meet or exceed established enrollment goals.

The position specializes in information and records management, application processing, and document collection and storage. The position provides specialized support services and serves as part of the support team that staffs support center phone lines and CRM-based communication channels accessed through the support center website. The position provides general assistance, by using information stored in knowledge banks and other databases, to customers and students with wide-ranging needs. The incumbent acts with minimal direction and supervision to administer key support activities, and ensures that timely and appropriate services are provided according to established guidelines, college, university and system policies and consortium and support center processes, procedures and work instructions.

To learn more about Distance Minnesota: [https://distanceminnesota.org/app/help](https://distanceminnesota.org/app/help)

**PRINCIPLE RESPONSIBILITIES AND RESULTS**


   End Result: Processes are implemented according to plan. Institution policies are followed and done so with appropriate and timely record administration. Communication with campuses keeps admissions processes up-to-date and consistent. Necessary documentation for processes is accessible. Data is distributed in a timely fashion through appropriate channels. Sensitive or private information is protected. Problems and discrepancies are researched and resolved and any unresolved challenges are escalated in a timely basis to the supervisor or campus contact.

   **Priority:** Essential **Percent of Time:** 75%

2. Provide direct services to students and customers. Intake customer and student requests utilizing appropriate technologies. Provide phone reception including: receiving, researching, and responding to requests from callers. Respond to inquiries received through assigned customer relationship management (CRM) communication channels...
and document interactions. As appropriate, route calls and inquiries to onsite department staff or key contacts located offsite. Use popular answer, standard text, CRM reports, various other databases and system documentation when answering customer questions. Review and process records to ensure accuracy. Maintain special databases.

End Result: Caller/contact identity is discerned through established procedures. Responses are accurate, appropriate and timely. Sensitive or private information is protected. Delivery style is friendly and professional. Customer transactions are recorded in the CRM. Escalations to supervisor are timely. Maintain positive working relationship with co-workers. Emergency procedures are followed. Administration is updated.

| Priority: Essential | Percent of Time: 20% |

3. Keep work instructions and form templates current for assigned key support activities. Provide status reports. Research and report emergent issues. Compose meeting notes and other correspondence. Identify and communicate time sensitive and high priority issues. Other duties as assigned.

End Result: Staff, external customers and key contacts have access to appropriate, accurate and complete information. Documentation is kept current and standardized. Assigned projects are implemented according to plan. Reports are provided on a proactive basis. Non-emergency issues are resolved in a timely manner. Meeting logistics are conducive to achieving the meeting objectives. Information necessary to accomplish agendas with sponsoring agencies or other external entities is readily available.

| Priority: Essential | Percent of Time: 5% |

KNOWLEDGES, SKILLS, AND ABILITIES

Minimum Qualifications
- Knowledge of complex databases and query programming languages, and technical skills sufficient to use non-standard or advance software to check input and output data for completeness, accuracy, and discrepancies.
- Data entry ability sufficient to check input and output data for completeness, accuracy, and discrepancies.
- Ability to use word processing, spreadsheet, and other software applications to prepare reports and letters.
- Customer service skills sufficient to provide effective general and specialized office support on the phone, in person, and online (this requires common courtesy, tact, interest in positive problem solving, empathy, and the ability to organize ideas logically).
- Knowledge of English sufficient to fluently speak, read, understand and respond to a variety of written and spoken communications, such as customers’ questions, detailed instructions and procedures, an complex processes.

Preferred Qualifications
- Related degree or equivalent of two or more years of related work experience
- Experience with the specialized records management software used by Minnesota State
- Ability to use job aids
- Records management experience in CRM or other database context
- Expressed interest and experience in working with diverse cultures and populations

ENVIRONMENTAL CONDITIONS:
- More than 20% of the time: N/A
- Less than 20% of the time: N/A

PHYSICAL FACTORS:
- Frequent: N/A
- Occasional: Stooping and twisting/pivoting
APPLICATION INFORMATION:

**Internal Bid Process** - Open for Bids from eligible AFSCME members from 3/25-4/2/2019. Any current employee interested in this position and eligible to bid should submit a bid application and resume by 4:30 PM, Monday, April 2nd, to the Human Resources Office. This form is found on the Human Resources website at: https://www.bemidjistate.edu/offices/human-resources/current-employees/supervisors-toolkit/hiring-orientation/recruitment-selection-hiring/

Apply for **Vacancy Posting 31320**, 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, please contact:
Carla Johanson
Carla.Johanson@minnstate.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. In accordance with the Minnesota State Colleges and Universities (MnSCU) Vehicle Fleet Safety Program, employees driving on university or college business, when using a rental or state vehicle, shall be required a Vehicle Use Agreement form and consent to a Motor Vehicle Records check annually.

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