Bemidji State University invites applications for the position of:

REGISTRATION CLERK / COURSE SCHEDULER

AFSCME JOB POSTING

CLASSIFICATION: Customer Service Specialist Intermediate (00139710)

OPENING DATE: July 22, 2019

BID CLOSING DATE: Monday, July 29, 2019 at 4:30 p.m.

CLOSING DATE: Tuesday, August 6, 2019 at 11:59 p.m.

POSITION LOCATION: BSU – Records & Registration Office

SHIFT & SCHEDULE: Unlimited Full-time; Monday - Friday 8:00 a.m. – 4:30 p.m.

POSITION PURPOSE:
To coordinate the publication of the class schedule, including training department secretaries on course input guidelines and the course input system, monitoring of adherence to established campus course creation guidelines, and facilitating all changes made after the course creation deadline to ensure proper authorization of request. This position is also responsible for training department secretaries on entering tuition differential codes and faculty payment types, both of which have a direct impact on institutional research, course load reports, and tuition calculation. This position also exists to be a subject matter expert for students, staff, faculty, alumni, and community members on institutional and campus registration policies and procedures. This position also oversees the student worker responsibility distribution, time sheets, and budget, as well as collaborates with the Registrar in coordinating the annual commencement ceremony.

RESPONSIBILITIES:
1. Records and Registration Clerk
   • Lead the management of incoming customer service phone calls to the Records Office.
   • Serve as the lead on phone call management within the office.
   • Establish and propose phone call management protocol and procedures for the multi-line environment in the Records Office.
   • Train and monitor student workers hired to answer incoming phone calls.
     o Participate in the interview and selection of student workers.
     o Assign and monitor student work.
     o Process student payroll sheets.
   • Explain how students (applied, current, and former) access BSU web page and proceed to registration screens.
   • Explain how to add and drop courses.
   • Explain how to search for open class sections.
   • Explain how to register for variable credit courses.
   • Explain how to change course grading method.
   • Explain procedure for seeking enrollment in a closed class.
   • Explain how to resolve registration holds.
   • Perform actual registration as needed.
• Produce section status reports for AAR programs and Academic Affairs decision support.
• Manage reciprocity program data input and reporting.
  o Verify with reciprocity states the number of students enrolled and credits taken at BSU.
• Explain how students access classes at other institutions and how visiting student (degree seeking an non-degree seeking) register for classes at BSU.
• Explain information related to student records, university policies and appropriate referral to students, faculty, and other support services as necessary. Requires familiarity with student policies and procedures as well as functions of other student services offices. Requires knowledge of and full compliance with data privacy regulations.
• Coordinate all Common Market application processing for students leaving BSU and coming to BSU.
• Respond to customers that need to be escalated for further conversations due to the nature of the caller and/or the complexity of the subject matter.
• Assure accuracy and appropriateness of information provided to students and other clientele.

Priority: A  Essential: Yes  Percent of Time: 25%

2. Primary Term Course Scheduling Coordinator
• Organize, coordinate, and analyze course set-up timeline, term course web application training, and course input for fall, spring, and summer terms.
• Establish course set-up timelines for fall, spring, and summer terms to support course input, review, modification, and final submission of courses by departmental/divisional staff by the published deadline for public release of course schedule.
• Lead instruction and training on the course input into the term course web application to departmental/divisional staff, Center for Extended Learning staff, and Records Office staff; including the proper use of instructional unit types, credits, registration restrictions, program coding, lecture/labs courses, cross-listed courses, and course messaging.
• Provide troubleshooting skills to campus staff inputting courses in term course web application that are experiencing difficulty.
• Research reports of underperforming application, identify whether or not a system bug is present or a system enhancement is required to fully utilize the application. Report and monitor identified bugs to system office, and report suggested enhancements to improve the usability of the term course web application.
• Analysis supports minimal course conflicts, accurate tuition (regular and differential) and fee bill generation, and ease of subsequent course data querying for Institutional Research, Computer Services, and Academic Affairs.
• Analysis ensures that procedures for changes to course curriculum attributes, including course enrollment caps and faculty instructor assignment are properly vetted through the appropriate authority channels.
• Explain to department/division staff, including secretaries, chairs, and deans the course scheduling guidelines, especially when inconsistencies arise that need further consideration. Follow-up on all course scheduling inconsistencies until resolution is determined.
• Identify, research, correct and communicate any data problems in the student records system related to course set-up to ensure resolution and minimal possibility of subsequent occurrence of data problem.
• Identify, analyze, and provide technical direction to students, faculty and staff with any problems encountered with the student records and registration system.

Priority: A  Essential: Yes  Percent of Time: 10%

3. Primary Course Scheduler
• Input and lead appropriate communication to constituents on course changes requested after the course input deadline for departmental/divisional staff.
• Understanding of established campus procedures for course changes; times, instructor, days, course messages, course restrictions.
• Cancel courses and communicate the cancelation to enrolled students.
• Input all arranged courses, regardless of course input schedule, into term course web application,
adhering to campus procedure for authority lines, instructional unit codes, registration restrictions, etc.

- Input all study abroad courses, UND clinical courses, and other specialized program courses according to university standards and protocol.

**Priority: A** **Essential: Yes** **Percent of Time: 10%**

4. **Transfer Credit Load**

- Enter transfer credits in ISRS.
- Export transfer information from uAchieve into ISRS.
- Substitution form work as needed for courses requiring prerequisites.
- Graduate student petitions.
- Prior learning credits.
- Special exam credits.

**Priority: A** **Essential: Yes** **Percent of Time: 35%**

5. **Commencement and Other Office Duties**

- Recruit and train staff from other offices to assist with Commencement ceremony activities.
- Recruit and train students to assist with the Commencement ceremony.
- Act as main point of contact for all staff and students recruited to assist with the Commencement ceremony.
- Maintain Commencement website
- Contact various constituents to coordinate the presentation of commencement information to minimize confusions and questions.
- Work with the President's Office pertaining to the needs of honored guests and retirees, including gowns, medallions, and any other special accommodation needed for the Commencement ceremony.
- Maintain office website.
- Update website pages as changes to policy and procedure impact information delivered to students.
- Maintain office forms.
  - Update office forms to support business process.
- Procurement and logistics for the Records Office and Commencement.
  - Process purchase orders, place orders, receiving, credit card purchases, process bills for payment, inventory, and receive quotes

**Priority: B** **Essential: Yes** **Percent of Time: 20%**

**QUALIFICATIONS:**

**MINIMUM:** *(To facilitate proper crediting, please ensure that your application/resume clearly demonstrate fulfillment of the following minimum qualifications.)*

- Customer service skills sufficient to provide effective general and specialized office support on the telephone, in person and through email (this requires common courtesy, tact, interest in positive problem solving, empathy and the ability to organize ideas logically).
- Data entry knowledge and skills sufficient to review source documents, enter data into specific data fields, and compile, sort and verify data accuracy before entering it.
- Knowledge of standard computer software applications such as word processing, spreadsheets and databases and skills to create, modify, manage and protect them.
- Knowledge of the English language sufficient to fluently speak, read, understand, and respond to a variety of written and spoken communications.

**PREFERRED:**

- Knowledge of academic policy and procedure specifically as it relates to registration and degree completion.
- Training experience, specifically with modules within a complex information system.
- Ability to solve complex situations utilizing critical thinking skills.
- Experience in a higher education setting.
• Experience with student information systems, preferably the Integrated Student Records System (ISRS).
• Experience with document imaging systems, preferably ImageNow.
• Demonstrates a knowledge of, an interest in, or experience with, diverse cultures and populations.

PHYSICAL FACTORS:

Constant: Repetitive arm motion; simple grasp; sitting; field of vision; midrange vision; near vision; visual accommodation; hearing; talking.

Frequent: Crouching; fine manipulating; reaching; walking; color vision; sense of touch.

Occasional: Balancing; carrying; firm grasp; kneeling; lifting above shoulder, above waist to chest, and below waist; pulling/pushing; squatting; standing; stooping; twisting/pivoting; depth perception; far vision.

Internal Bid Process - Open for Bids from eligible AFSCME members from 7/22-7/29/2019. Any current employee interested in this position and eligible to bid should submit a bid application by 4:30 p.m. on Monday, July 29, 2019, to the Human Resources Office, Deputy 350. 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/

Public Application Process - Apply for Vacancy Posting 34253, 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 general questions about this posting or submitting an internal bid, contact Teresa Hanson, at teresa.hanson@bemidjistate.edu

If you have questions about the position, contact Kim Gourneau at Kim.Gourneau@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. In accordance with the Minnesota State Colleges and Universities (MnState) Vehicle Fleet Safely 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.

UNIVERSITY / COMMUNITY

WHY BEMIDJI:

Bemidji State University is nestled among the pines along the shores of Lake Bemidji, just blocks from a thriving downtown community. In this Northwoods setting, students, staff, and faculty have a variety of activities at their fingertips. Possessing all the charm and character of a college town, Bemidji remains a tight-knit community of good neighbors and engaged citizens who always come out to cheer for the Bemidji State Beavers. While the city of Bemidji — named after the Ojibwe Chief Shaynowishkung (nicknamed Bemidji) — is home to a diverse population of more than 15,000 people, it serves a regional population of more than 100,000.

Located between three American Indian reservations – Leech Lake, Red Lake and White Earth, students at Bemidji State University have the opportunity to experience a dynamic local culture and history. Bemidji also sits at the
center of the legends of Paul Bunyan and Babe the Blue Ox. The famous statues of Paul and Babe greet students as they drive in from the south along Lake Bemidji.

Though quaint and historic, the city offers the urban conveniences upon which college students rely. Bemidji State is conveniently located minutes away from affordable restaurants, cozy coffee shops, grocery stores, city parks and more. Small, locally owned shops and art sculptures line the streets of downtown Bemidji, while national chains can be found in and around the Bemidji area, including an uptown selection of department stores and restaurants.

The thriving downtown community presents ample opportunities for engagement off-campus. Among other things, there are fine-dining restaurants, cafes, and a natural foods co-op in downtown Bemidji. The historic Paul Bunyan Playhouse has a calendar of classic shows; restaurants and lounges offer weekly live music performances; the First Friday Art Walk provides a tour of new monthly art exhibits; and annual events such as the Loop the Lake Festival, the Dragon Boat Festival, the Blue Ox Marathon, Bemidji Winterfest, and The Minnesota Finlandia bring the community together.

For those who love the outdoors, there are wooded, multi-use trail systems within minutes of campus and community parks with walking trails, playgrounds and a skate park. Lake Bemidji State Park and its miles of navigable trails is located directly across the lake from BSU, and the Buena Vista Ski Area — just 12 miles north of campus — offers downhill skiing and BSU-sponsored student transportation in the winter months. Further, the Mississippi River Headwaters is a mere 45 minutes from Bemidji.

For further information, visit our websites at: http://www.bemidjistate.edu and https://www.ntcmn.edu.

Review a "special report on how this former lumber town has rebuilt itself as a high-speed, regional center of enterprise" at Bemidji 2.0

Bemidji State University is an Affirmative Action Equal Opportunity Employer and Educator. This document is available in alternative formats to individuals with disabilities. Consumers with hearing or speech disabilities may contact us via their preferred Telecommunications Relay Service.