Northwest Technical College
invites applications for the position of:

RECEPTIONIST

AFSCME JOB POSTING

CLASSIFICATION: Customer Service Specialist (PCN 01124821)

OPENING DATE: August 26, 2019

BID CLOSING DATE: Tuesday, September 3, 2019, at 4:30 p.m.

CLOSING DATE: Tuesday, September 17, 2019 at 11:59 p.m.

POSITION LOCATION: NTC – Admissions Office

SHIFT & SCHEDULE: Unlimited Part-time; Monday – Friday 10:00 a.m. – 2:00 p.m.

POSITION PURPOSE:
This position exists to provide receptionist duties to the NTC One Stop, comprised of Admissions, Records, and Financial Aid. Receptionist duties include greeting external and internal customers, answering their questions, making appropriate referrals to other staff, and ensuring follow-up is completed in a timely manner to create a positive customer experience. Other duties include application processing, scanning, back-up support to purchasing, and other office duties as assigned to support the daily data entry needs of the NTC One Stop.

PRINCIPLE RESPONSIBILITIES AND RESULTS
1. Serve as the main receptionist for the NTC One Stop (Admissions, Records, and Financial Aid). Provide timely and accurate information to inquiries via e-mail, phone, or in person for all general questions pertaining to Admissions, Records, and Financial Aid. When appropriate, make referrals to other staff or research the question and provide the answer in subsequent follow-up with the customer.

   Priority: Essential Percent of Time: 60 %

2. Review and processing of all applications for admissions, including entering, updating, linking, and maintaining records. Other duties include accessing transcripts remotely through processing agencies, clarifying and resolving issues that affect the processing of applications or college transcript, monitoring the data quality of data processing from application to the point of student registration.

   Priority: Essential Percent of Time: 30 %

3. Provide administrative support to NTC One Stop Staff. This may include maintaining office supplies, inventory of publications, assisting with travel plans, supporting campus events, mail delivery and distribution, and serving as a back-up for campus purchasing needs.

   Priority: Essential Percent of Time: 10 %

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

• Ability to use customer skills on the phone, in person, and online, to provide effective general and
specialized office support (this requires common courtesy, tact, interest in positive problem solving, empathy, and the ability to organize ideas logically.)

- Knowledge of current data entry procedures, including filing and storage (electronic).
- Database management skills sufficient to enter and retrieve data for reports.
- Database management skills sufficient to sort and classify information into existing databases according to established guidelines.
- Knowledge of computer software applications to create spreadsheets from a variety of sources.

PREFERRED QUALIFICATIONS:

- Knowledge and/or experience using Customer Relation Management, Imaging, and/or Student Information Systems.
- Knowledge of and interest in diverse cultures and populations.

PHYSICAL FACTORS:

Constant: Sitting; talking; near vision; and hearing.

Occasional: Carrying; crouching; kneeling; lifting above waist to chest and below waist; reaching; simple grasp; squatting; standing; walking; color vision; and visual accommodation.

APPLICATION INFORMATION:

Internal Bid Process - Open for Bids from eligible AFSCME members from 8/26-9/3/2019. Any current employee interested in this position and eligible to bid should submit a bid application and resume by 4:30 p.m. on Tuesday, Sept. 3, 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 35095, 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

Note: Internal bid applications will be considered prior to filling the position via the public application process and, therefore, may be closed due to contractual obligations.

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 Paul Muller at Paul.Muller@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: Northwest Technical College is in Bemidji Minnesota in Northern Minnesota. The greater Bemidji community has a population of 25,000 and serves as a regional center for education, commerce, recreation, health care, and the arts. Bemidji State University, a partner institution, and Northwest Technical College welcome 6,000 students annually. Northwest Tech offers hands on learning in Business, Health Care, Manufacturing, Transportation, and General Education. As a partner in Distance Minnesota, the College is engaged in innovative distance education with most its programs offered online in addition to on campus. Northwest Technical College is a member of the Minnesota State Colleges and Universities System (MnState) [http://www.mnscu.edu](http://www.mnscu.edu). To learn more about the student-centered environment at Northwest Technical College, visit: [www.ntcmn.edu](http://www.ntcmn.edu).

WHY BEMIDJI:
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. 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 have an 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 along Lake Bemidji.

Though quaint and historic, the city offers the urban conveniences upon which college students rely. Northwest Technical College 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 town — offers downhill skiing and BSU-sponsored student transportation in the winter months. Further, the Mississippi River Headwaters is a mere 45 minutes from Bemidji.

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](http://www.mnscu.edu)

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