Bemidji State University invites applications for the position of:

**Records Receptionist**

AFSCME JOB POSTING

**CLASSIFICATION:** Customer Service Specialist, Intermediate (PCN 00139760)

**OPENING DATE:** November 6, 2023

**CLOSING DATE:** Tuesday, November 21, 2023, at 11:59 p.m.

**POSITION LOCATION:** Bemidji State University campus

**JOB TYPE / SCHEDULE:** Unlimited Full-time; Monday – Friday 8:00 a.m. – 4:30 p.m.

**PAY / SALARY RANGE:** Depends on Qualifications; current pay range is $19.57 - $25.95 per hour

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BEMIDJI STATE UNIVERSITY (BSU) invites qualified applicants to apply for the Records Receptionist position. BSU’s vision is to educate people to lead inspired lives. To accomplish BSU’s vision, the University prioritizes creating a culture in which diversity is embraced and all people are safe, welcome, and validated. Centered between the three largest Tribal nations in Minnesota – Leech Lake, Red Lake and White Earth – BSU also prioritizes increasing engagement with American Indian communities to become a destination university.

Enrolling more than 4,000 students, BSU offers more than 70 undergraduate majors and nine graduate degrees encompassing arts, sciences and select professional programs. BSU is a member of the Minnesota State system of colleges and universities and has a faculty and staff of more than 550. BSU’s Shared Fundamental Values include civic engagement and leadership, international and multicultural understanding, belief in the power of the liberal arts, and environmental stewardship. BSU is located amid the lakes and forests of northern Minnesota and occupies a wooded campus along the shore of Lake Bemidji. BSU balances rigorous academia with the opportunity to enjoy a fun, robust, outdoor culture. The proximity to the lake and the surrounding north woods allows easy access to an assortment of recreation.

The Records Receptionist provides general Records and Registration information to current and former students/alumni, faculty, staff, external agencies and the general public. General questions are answered verbally and/or in writing, while complex questions are escalated to subject matter experts within the office and throughout the campus. Appropriate referral is essential in carrying out the duties of this position. Data entry skills sufficient to verify, enter, and confirm accurate input of data is necessary to perform the general office functions of this position.

**Responsibilities of the Records Receptionist include:**

- Serving as the initial contact in the Records and Registration Office to clients, both in person and email.
- Performing data processing/general office functions of Records and Registration so that data is current and accurate while facilitating other requirements of the department.

**Percent of Time: 35%**
- Loading transfer credits into the student records system (ISRS). Exporting transfer coursework from uAchieve to ISRS. Analyzing requests from both BSU and visiting students from other institutions for information and assistance with registration as it pertains to pre-requisites and how it is affected by transfer credits.  
  **Percentage of time:** 25%

- Verifying and coordinating distribution of student enrollment, transcripts, academic progress and degree verification for current and previous students/alumni, third parties and/or external agencies and initiating appropriate correspondence.  
  **Percentage of time:** 10%

- Investigating, synthesizing, and processing petitions for exceptions to the University regulations considered by the Student Program and Admissions Committee and the Financial Appeals Committee.  
  **Percentage of time:** 10%

- Processing and answering questions regarding arranged course forms, credit for prior learning, common market request, and consortium requests. Assisting with other course scheduling as needed.  
  **Percentage of time:** 10%

- Processing office mail daily, maintaining general office supply inventory.  
  **Percentage of time:** 5%

- Assisting in overall performance and efficient operation of the office. Assisting co-workers when requested.  
  **Percentage of time:** 5%

**Minimum qualifications for this position include:**

- Customer Service Skills – Ability to use customer service skills on the phone, in person and online sufficient to provide general and specialized office support (this requires common courtesy, tact, interest in positive problem solving, empathy, and the ability to organize ideas logically).
- Problem Solving Skills – Ability to problem solve situations with a positive attitude utilizing critical thinking skills.
- Data Entry Skills - Ability to read source documents and enter data in specific data fields. Ability to compile, sort, and verify data accuracy before entering it.
- Word Processing/Database Management - Knowledge of standard computer software programs for word processing, spreadsheets, and databases sufficient to create, modify, and manage them.
- A demonstrated commitment to the principles of diversity, equity, inclusion, and anti-racism.

**Preferred qualifications include:**

- Experience in an educational setting with student information systems, preferably the Integrated Student Records System (ISRS) or other.
- Experience with document imaging system, preferably Perceptive Content.

To facilitate the review, assessment, and evaluation process, please ensure that your application and/or resume clearly demonstrate fulfillment of these required and preferred qualifications.

**Other considerations:**

- All applicants must be able to lawfully accept employment in the United States at the time of an offer of employment.
- Employment for this position is covered by the collective bargaining agreement for the American Federation of State, County & Municipal Employees (AFSCME) bargaining unit, which can be
In accordance with the Minnesota State Colleges and Universities (MinnState) Vehicle Fleet Safety Program, faculty and staff driving on college/university business, who use a rental or state vehicle, shall be required to complete a vehicle Use Agreement form and conform to MinnState’s vehicle use criteria and consent to motor vehicle records check annually.

- BSU and NTC are tobacco free workplaces (see policy).

TO APPLY:


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](http://www.mn.gov/careers).

**Inquiries about the position:**
Beverly Hodgson, Associate Registrar – Records and Registration
Phone: 218-755-4214
Email: beverly.hodgson@bemidjistate.edu

If you have general questions about this posting or submitting an application or bid, contact Mary Miller at mary.miller@bemidjistate.edu.

All employees must comply with department and institution procedures and policies, MinnState 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.*

**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 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.

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. 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.

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 About BSU visit our website at: http://www.bemidjistate.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

Other Resources:
- Visit Bemidji – https://www.visitbemidji.com/
- Bemidji Area Chamber of Commerce – https://www.bemidji.org/

Statement of Notice

Bemidji State University prohibits discrimination and sexual violence of any kind. Contact the Title IX Coordinator if you have concerns regarding discrimination and/or sexual violence. Per Minnesota State System Procedure 1B.3.1, all universities and colleges must provide contact information of their Title IX Coordinator.

Megan Zothman, Campus Human Resources Officer & Title IX Coordinator
Email: TitleIX@bemidjistate.edu or Megan.Zothman@BemidjiState.edu
Phone: (218) 755-2502
1500 Birchmont Drive NE, Deputy Hall, Room 335, Bemidji, MN 56601

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