Northwest Technical College invites applications for the position of:

**Receptionist**

**AFSCME JOB POSTING**

**CLASSIFICATION:** Customer Service Specialist, Intermediate (PCN 00632700)

**OPENING DATE:** January 29, 2024

**CLOSING DATE:** Tuesday, February 20th, 2024, at 11:59 p.m.

**POSITION LOCATION:** One-Stop/Student Success at Northwest Technical College campus

**JOB TYPE/SCHEDULE:** Unlimited, Full-time

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

NORTHWEST TECHNICAL COLLEGE (NTC) invites applicants to join our team as a **Receptionist**. To accomplish our mission of “preparing students for rewarding careers”, we prioritize creating a culture in which diversity is embraced and all people are safe, welcome, and validated. NTC has prepared students for fulfilling careers in high-demand fields for more than 50 years. The college’s accessible, affordable, hands-on programs also help the region’s employers meet their ever-growing need for a highly skilled workforce. NTC serves more than 1,000 students with an excellent education, an open-enrollment policy and affordable tuition. Students may pursue nearly 40 degree, diploma and certificate programs in six distinct career paths. Classes are offered on campus, online, or as a combination of both. NTC is a member of the Minnesota State system of colleges and universities.

The **Receptionist** will provide customer support to the NTC One-Stop, comprised of Admissions, Records, Financial Aid and Student Success Center. Customer support acts as a first point of contact for NTC One-Stop and the 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. This position also provides support to the NTC Business Office by being a primary contact for students, Faculty/Staff and outside customers for both walk-in and telephone payments.

**Responsibilities of the Receptionist include:**

- Reviewing and processing 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 quality of data processing from application to the point of student registration. In addition, this position provides the Records Office with transcript data entry and other pre-evaluation support as directed.
  
  **Percentage of Time:** 40%

- Serving as the main receptionist for the NTC One-Stop (Admissions, Records, and Financial Aid). Providing 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, making referrals to
other staff or researching the question and providing the answer in subsequent follow-up with the customer.

**Percentage of Time: 30%**

- Preparing daily bank deposit and transporting to the bank. Working with students to provide accurate information on account balances/fee statements, collection process, college policies, appeal processes, and registration cancellation for nonpayment. Collaborating and referring to other staff at NTC and BSU when appropriate. Submitting corrections to the payment plan program and monitoring errors with those plans. Selling and recording of parking permits. Assisting Accounts Receivable and Accounts Payable department with inquiries. Maintaining and ordering office supplies for Admissions and Business Services. Sorting and distributing daily mail.

**Percentage of Time: 30%**

**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.

**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 systems, preferably Perceptive Content, and electronic filing and storage practices and procedures.
- A demonstrated commitment to the principles of diversity, equity, inclusion, and anti-racism.

**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 found at: [https://www.afscme.org/](https://www.afscme.org/)
- 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](https://www.afscme.org/)).

**TO APPLY:**
Apply for Vacancy Posting 73212, on the Minnesota Management and Budget (MMB) 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.

Inquiries about the position:
Melissa Heglund, Interim Director of Enrollment & Student Success
Email: melissa.heglund@ntcmn.edu
Phone: (218) 333-6615

If you have general questions about this posting or submitting an application, 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.

COLLEGE / 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 of its programs offered online in addition to on campus. Northwest Technical College is a member of the Minnesota State Colleges and Universities System (Minnesota State) https://www.minnstate.edu. To learn more about the student-centered environment at Northwest Technical College, visit 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.

For further information, visit our website at: 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

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

Northwest Technical College 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.