



AUXILIARIES SUPPORT – COLLEGE STORE and FOOD SERVICE

Customer Service Specialist

Permanent, Intermittent

Minnesota North College – Itasca Campus is seeking to fill the permanent, intermittent position of Auxiliaries Support – College Store and Food Service (Customer Service Specialist).

This position will provide auxiliary department support for Minnesota North College bookstore and dining operations as needed to cover employee absences, bookstore busy times, and special projects. This position will perform a variety of basic customer service duties common to both store and dining operations including serving customers/students and operating POS systems. In college stores they will assist with inventory management and order fulfillment. In dining services, they will support the operation with dishwashing, cleaning, and assisting kitchen staff.

Work Hours: An intermittent employee is called in when needed during peak times, employee vacations or special events. There is no guarantee of hours or a set schedule.

Salary Range: \$20.32 - \$25.41 / hourly

GREAT BENEFITS PACKAGE! Includes low cost medical and dental insurance, employer paid life insurance, short- and long-term disability, pre-tax flexible spending accounts, retirement plan, tax-deferred compensation, generous vacation and sick leave, and one floating holiday and 11 paid holidays each year. Learn more at: <https://mn.gov/mmb/segip/>

Deadline to Apply: November 04, 2025 at 12:01 am (midnight on 11/03/2025)

Be sure to include a cover letter, resume, and references.

Application Procedure:

Candidates with professional or lived experience in engaging diverse communities in their professional career are especially encouraged to apply.

- **Internal Applicants:** All current college system employees will need to log in to the career site in [Workday](#) to apply for a position. Employees may also search for "Browse Jobs - Employees" in Workday via the search bar at the top to view open positions.
- **Please use Job Requisition #: JR0000003478**

Qualifications:

Resume must reflect all minimum qualifications. Please enter your experience in chronological order, including the month and year of employment.

Minimum Qualifications

- Ability to collect payments, count money, and complete transactions for customers.
- Knowledge of communications sufficient to communicate effectively with internal and external customers.
- Excellent skill in customer service sufficient to provide prompt, courteous and accurate information to customers in person, on the phone and through email and other written correspondence.
- Commitment to diversity as well as a demonstrated ability to work successfully with persons of diverse backgrounds including sensitivity to their needs and concerns.

Preferred Qualifications

- Experience in retail and/or food services operations.
- Ability to perform cleaning tasks including the knowledge of cleaning supplies and procedures.
- Certified in food safety or food service.
- Knowledge of inventory management.

Physical Requirements

- Move and/or transport items weighing up to 25 pounds on a regular basis.

For questions regarding this posting, please contact Donna Hoag, HR: donna.hoag@minnesotanorth.edu

Minnesota North College is comprised of six campuses including Hibbing, Itasca, Mesabi Range (Eveleth and Virginia), Rainy River, and Vermilion. Our campuses are rooted in their communities' rich histories of providing access and opportunity to higher education across northern Minnesota for over 100 years. We are committed to our role as leaders in education, partnering with local schools, business and industry, and government to create opportunities for students and the region.

We look forward to continuing to serve our students, employees, and communities long into the future, and we hope you choose to *Head North* and join us as an employee for Minnesota North College!

Minnesota North College recognizes and values the importance of diversity and inclusion in enriching the employment experience of its employees and in supporting the academic mission. MN North is committed to attracting and retaining employees with varying identities and backgrounds.

Minnesota State Colleges and Universities is an Equal Opportunity employer/educator committed to the principles of diversity. We actively seek and encourage applications from women, minorities, persons with disabilities and veterans. All applicants must be able to lawfully accept employment in the United States at the time of employment. This document can be made available in alternative formats such as large print, Braille or audio tape by calling Charlotte Peterson, Vice President of Human Resources (218) 550-2502. AA/EO, Veteran Friendly.