

MINNESOTA STATE COLLEGES AND UNIVERSITIES
Minnesota North College – Itasca Campus

Employee Name:	Position Control Number:
Department/Division: MNC Auxiliaries	Classification Title: Customer Service Specialist
Prepared By: Jeff Nelson	Working Title: Auxiliaries Support – College Store and Food Service
X Non-Exempt ☐ Exempt: ☐ Executive ☐ Professional ☐ Administrative	<i>If Exempt, attach required documentation</i>
X Unlimited ☐ Seasonal ☐ Temporary ☐ Limited	If seasonal, list months during the season worked
☐ Full-time ☐ Part-time X Intermittent Percent if not full-time:	Date Prepared: July 2025

This position description accurately reflects my current job.		This position description reflects the employee's current job.	
Employee Signature	Date	Supervisor Signature	Date

POSITION PURPOSE

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.

PRINCIPLE RESPONSIBILITIES AND RESULTS

1. Support College Store operations.

- a) Provide customer service to students/customers in the college stores.
- b) Operate the cash register to ensure all transactions are complete and accurate.
- c) Assist on the retail sales floor by stocking inventory, and product display.
- d) As assigned, support semester rush and textbook order fulfillment.

Priority: Essential Percent of Time: 50%

2. Support Dining Service operations

- a) Provide customer service to dining students/customers.
- b) Operate the cash register and monitor students on meal plans to ensure proper use of ID cards.
- c) Perform dishwashing to ensure that all health standards are met.
- d) Clean kitchen equipment, stoves, serving areas, countertops, refrigerators, tables etc. to meet health standards.
- e) Prepare food and beverages under the direction of the Cook Coordinator.
- f) Assist with other duties as assigned.

Priority: Essential Percent of Time: 45%

3. Perform other duties as assigned to ensure the smooth functioning of the department and maintain the reputation of the organization as a viable business partner.

Priority: Essential Percent of Time: 5%

KNOWLEDGES, SKILLS, AND ABILITIES

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.

RELATIONSHIPS

This Position Reports to: Director of College Services

Supervises: N/A

Internal and External Clientele and Purpose of Contact

Minnesota North College administration, faculty and staff, students, general public, vendors, state and federal agencies, Minnesota State system office staff, and internal and external auditors.

PROBLEM SOLVING

The incumbent must have excellent problem solving, communication, human relations skills and a wide range of technical skills in order to be successful. Must be aware of the need to remain a self-sufficient operation and work with the Cook Coordinators and bookstore staff to realize this goal. Most problems are brought to the supervisor of the College Services.

FREEDOM TO ACT

Budget: Budget as assigned by Director of College Services.

Decision(s) Position Makes and Decision(s) Referred to Higher Authority

All employees must comply with department and institution procedures and policies, Minnesota State policies and procedures, as well as local, state and federal laws, regulations, guidelines and business and industry standards.

Minnesota State Colleges and Universities is an Equal Opportunity employer/educator committed to the principles of diversity.