



STUDENT SERVICES SUPPORT SPECIALIST

Customer Service Specialist, Intermediate

Permanent, Full-Time – AFSCME

Job ID: 97339

Minnesota North College is seeking to fill the permanent, full-time (1.0 FTE) position of Student Services Support Specialist (Customer Service Specialist, Int) at the Itasca or Mesabi Range, Virginia Campus.

This position is responsible for serving as a first point of contact for individuals seeking assistance from Minnesota North College and provides high-quality customer service through all college communication channels. The position supports students and other customers by interpreting and explaining admissions, registration, financial aid, academic records, and program information. Responsibilities include analyzing individual situations, providing accurate guidance, and facilitating access to student administrative services. The individual in this role must maintain comprehensive knowledge of admissions, financial aid, registration and records processes, academic programs, and related college procedures. This position serves students, parents, staff, and external agencies by connecting them with available college services, including advising, counseling, student records, financial aid, and enrollment-related support.

Work Location: Itasca Campus in Grand Rapids or Mesabi Range in Virginia

Work Hours: Monday – Friday; 8:00 am – 4:30 pm

Salary Range: \$21.12 - \$28.01/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/>

Application Procedure:

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

Please upload the following information with your Workday application:

- Cover letter
- A current resume
- A list of three professional references with contact information

DEADLINE TO APPLY: October 14, 2026 at 12:01 am (10/13/2026 at 11:59 pm)

- **External Applicants:** Applicants not currently employed by Minnesota State can access the [career site](#) to search and apply for jobs, and to check the status of applications. Those applying for a position will be prompted to create a profile in Workday. For assistance, please [contact us](#).
- **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.
 - **To access Jobs Hub:**
 - Log into Workday
 - Open/Add the Jobs Hub app via Menu to browse open job postings, save search criteria for future use, and review your submitted application.

- To apply for a position on Jobs Hub, click on the posting's Apply button, complete the application, and click Submit. By following these steps, you can help maintain data integrity and streamline the hiring process.
- **Please use Job Requisition #: JR0000005850**
 - https://minnstate.wd115.myworkdayjobs.com/Minnesota_State_Careers/job/Grand-Rapids/Student-Services-Support-Specialist---Customer-Svc-Special-Intermed_JR0000005850

QUALIFICATIONS:

Minimum Qualifications

- Customer service skills sufficient to actively listen to and understand customer needs and provide accurate information and appropriate alternatives in a timely, thorough, courteous, respectful, and professional manner.
- English sufficient to perform the job duties described above in order to effectively communicate with both internal and external customers both on the phone and in person.
- Experience with word processing/typing sufficient to quickly and accurately produce documents (including business letters, memos, spreadsheets, reports), using proper grammar, spelling, and usage.
- Data base management skills sufficient to develop and correctly enter information in a database and produce ad-hoc queries and develop reports for management use.
- 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

- Commitment to gaining knowledge of Data Practices and Data Privacy.
- Two years of customer service experience.
- Organizational and interpersonal skills sufficient to provide lead work delegation, training and assistance to other clerical support staff, student workers and assistants.
- Experience using ISRS.
- Ability to work independently and use critical thinking skills to make decisions.
- Knowledge of college registration and admissions procedures sufficient to provide the students with accurate information and/or refer students to the appropriate person.

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, along with Minnesota North College, is an Equal Opportunity employer/educator committed to the principles of diversity. We prohibit discrimination against qualified individuals based on their race, sex, color, creed, religion, age, national origin, disability, protected veteran status, marital status, status with regard to public assistance, sexual orientation, gender identity, gender expression, or membership in a local commission as defined by law. As an affirmative action employer, we encourage applications from women, minorities, persons with disabilities and individuals with protected veteran status. 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. Affirmative Action/Equal Opportunity Employer, Veteran Friendly.

MINNESOTA STATE COLLEGES AND UNIVERSITIES
Minnesota North College

Employee Name:	Position Control Number:
Department/Division: Minnesota North College	Classification Title: Customer Service Specialist Intermediate
Prepared By: Allison Geisler	Working Title: Student Services Support Specialist
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
X Full-time ☐ Part-time ☐ Intermittent Percent if not full-time %	Date Prepared: 09/10/2026

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 serves as a first point of contact for individuals seeking assistance from Minnesota North College and provides high-quality customer service through all college communication channels. The position supports students and other customers by interpreting and explaining admissions, registration, financial aid, academic records, and program information. Responsibilities include analyzing individual situations, providing accurate guidance, and facilitating access to student administrative services. The individual in this role must maintain comprehensive knowledge of admissions, financial aid, registration and records processes, academic programs, and related college procedures. This position serves students, parents, staff, and external agencies by connecting them with available college services, including advising, counseling, student records, financial aid, and enrollment-related support.

PRINCIPAL RESPONSIBILITIES AND RESULTS

1. College-wide enrollment and Solution Center support.

- a) Understand and follow data privacy laws and policies.
- b) Answer Solution Center calls and return voicemails. Provide student assistance prior to transferring the call.
- c) Respond to and process emails in general department inboxes
- d) Process incoming documents (transcripts, change of major, immunization forms etc.) through correct admissions/records Perceptive Content workflow and ISRS.
- e) Awareness and understanding of forms, processes, and deadlines available to students/staff/faculty to effectively assist with general inquiries
- f) Provide support to the enrollment team by entering prospect information into Salesforce, applicant contacts, campus tours, and assist with events as needed.
- g) Create student ID cards for current students.
- h) Assist students with StarID issues and educate students in the use of eServices, D2L, college email, campus WIFI.

Priority: Essential **Percent of Time:** 25%

2. Registrar's Office and Academic Operations

- A. Maintain and support processes related to student records, registration, enrollment verification, and implementation of academic policies and procedures.

- B. Monitor operational workflows and data processing activities, identifying opportunities to improve efficiency, accuracy, compliance, and the student experience.
- C. Process outgoing transcript requests.
- D. Process add/drop/withdraw forms and notify appropriate departments
- E. Respond to and process emails in general department inboxes
- F. Assist with special projects as needed to support Workday Student transition

Priority: Essential Percent of Time: 25%

3. Financial aid processing

- A. Assist students with FSA ID login, and guidance to student loan entrance counseling and MPN completion.
- B. Assist students with completion of work study forms such as I-9 and W-4 forms.
- C. Understand and interpret financial aid tracking edits and codes in order to assist students and provide updates related to financial aid processing.
- D. Complete income verification for SSS applications
- E. Respond to student financial aid questions via email, phone
- F. Processing student financial aid communication (loan exit counseling, tracking letters, etc.)
- G. Maintain student financial aid records
- H. Financial aid projects as assigned by the Financial Aid Director

Priority: Essential Percent of Time: 25%

4. Manage Dual Enrollment files.

- a) Update PSEO packets each term/year and mail to high schools.
- b) Send counselor letters out to PSEO students regarding registration each semester.
- c) Develop and maintain PSEO student files, including new student files in preparation for registration sessions.
- d) Follow-up with PSEO applicants and students regarding missing information.
- e) Review state form for accuracy and completion.
- f) Distribute academic schedules to the high schools.
- g) Determine Contract or MDE payment status for each PSEO student and code appropriately in ISRS.
- h) Enter PSEO cohort in ISRS.
- i) Review and complete State forms for mailing to MN Dept. of Ed.
- j) Send corrections to MDE as needed.
- k) Print PSEO transcripts at end of term(s) and mail to high schools.
- l) Reconcile PSEO report from State of MN for accuracy.
- m) Maintain a database of PSEO students per year/term.

Priority: Essential Percent of Time: 20%

5. 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: Secondary Percent of Time: 5%

KNOWLEDGES, SKILLS, AND ABILITIES

Minimum Qualifications

- Customer service skills sufficient to actively listen to and understand customer needs and provide accurate information and appropriate alternatives in a timely, thorough, courteous, respectful, and professional manner.

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- Data base management skills sufficient to develop and correctly enter information in a database and produce ad-hoc queries and develop reports for management use.
- 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

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RELATIONSHIPS

This Position Reports to: Registrar

Supervises: This position may supervise and provide work directions to one to two student workers throughout the academic year.

Internal and External Clientele and Purpose of Contact:

Students, prospective students, community members, college administration, faculty, staff.

This individual shall function as a vital member of the Student Services team so the office will operate in a most efficient, organized manner. He/she will have contact with most visitors to campus and will serve students, parents, staff, faculty and others by providing information and assistance whenever called upon. This individual will work closely with other student services personnel and will have contact with other departments on campus. A positive image of friendliness and courteousness in dealing with other staff members and the public is essential.

PROBLEM SOLVING

The position requires the ability to set priorities, apply analytical reasoning, and develop solutions that enhance the student experience and support student success. It involves resolving occasional conflicts among academic and student support stakeholders, necessitating strong problem-solving, conflict resolution, planning, and coordination skills. The incumbent must make sound, student-centered decisions, work effectively with diverse populations, and adapt programs to meet evolving student needs and increase engagement. Additionally, the role provides informed guidance on advising and financial aid processes by interpreting complex, evolving policies; supporting students with clear, compassionate communication; ensuring compliance through accurate monitoring of systems and records; proactively resolving issues; and maintaining precise documentation to support effective decision-making and institutional integrity.

FREEDOM TO ACT

Budget: This position will not have budgetary responsibilities; will recommend purchases of needed supplies, materials, and other expenses related to carrying out services; and will be responsible for obtaining advance approval and maintaining all related documentation to support the expenditure.

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

The employee is free to act within federal and state guidelines, MnSCU and MNC policies. The employee must be able to follow through on the assignments outlined in the position description and college planning documents. Operates independently on a day-to-day basis within established college, MnSCU, state and federal policies and procedures. This position will make exceptions and use discretion in major areas of responsibility. The advisor should make recommendations to the supervisor and applicable Academic Dean as to the needs of program initiatives. Coordination and communication with Student Services staff is essential.

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

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