**MINNESOTA STATE COLLEGES AND UNIVERSITIES POSITION DESCRIPTION A**

**OFFICE OF THE CHANCELLOR**

**Employee Name:** **Position Control Number:**

**Division:** Winona State University **Activity:**

**Classification Title:** Customer Service Specialist. **Working Title:**

**Prepared By:** **Appraisal Period:** **To**

**EMPLOYEE SIGNATURE/DATE SUPERVISOR SIGNATURE/DATE**

(this position description accurately reflects my current job) (this position description reflects the employee's current job)

**POSITION PURPOSE**:

To provide receptionist duties, send correspondence, and process incoming mail.

**REPORTABILITY**

**Reports to:**

**Supervises:**

**DIMENSIONS**

**Budget: n/a**

**Clientele:** WSU administrators, faculty, staff, and students (current and prospective).

***Make 3 Copies: Employee, Supervisor, Personnel Office***

**POSITION DESCRIPTION B EMPLOYEE NAME:**

**Principle Responsibilities and Tasks**

1. **Serve as Office Receptionist** 
   * Serve as receptionist by answering the telephone, responding to emails, providing information face-to-face and electronically with students and staff, handling messages and sorting the mail.

a. Ensure all telephone calls and requests for information are handled in a timely, friendly, and courteous manner.

b. Ensure inquiries in all formats (mail, electronic mail, face-to-face, etc.) are handled in accordance with established policies. Monitor and redirect inquiries to appropriate person.

d. Sort department mail in a timely manner and distribute to appropriate mailboxes.

**Priority: A Discretion: A Percent of Time: 60%**

1. **Provide general office support to ensure that the office runs smoothly and efficiently**

* Type, proofread, and/or prepare documents such as meeting minutes, reports, etc.
* Coordinate workflow in an organized and efficient manner.
* Organize and maintain an accurate filing system.
* Manage office supplies and order supplies when necessary
* Update department website
* Monitor and maintain all office equipment
* Perform other office duties as requests

**Priority: A Discretion: A Percent of Time: 30%**

1. **Supervise and manage student works in an efficient and effective manner.**

* Recruit, interview, select and hire student employees.
* Train, coordinate, and direct student employees in departmental policies and procedures.
* Student workers hours are coordinated and scheduled to maintain proper staffing levels.
* Monitor student time sheets, making sure assigned hours are within the amount awarded, record hours worked and monies earned for office records, and verify budget printout.
* Reprimand and discharge students who do not meet office policy, if necessary.

**Priority: A Discretion: A Percent of Time: 10%**

**POSITION DESCRIPTION C EMPLOYEE NAME:**

**NATURE AND SCOPE:** (RELATIONSHIPS; KNOWLEDGE, SKILLS, AND ABILITIES; PROBLEM -SOLVING AND CREATIVITY; AND FREEDOM TO ACT)

**RELATIONSHIPS:** Direct and frequent contact is maintained, both by telephone and written communication. This position answers many questions concerning WSU as well as referring people and calls to appropriate offices.

**KNOWLEDGES, SKILLS, AND ABILITIES**:

This position requires operating knowledge of standard office equipment, including but not limited to: fax machine, copy machine, scanner, printers, and computers. Knowledge and experience with Microsoft Office products is required. Good communication skills (both oral and written), organizational skills and human relations skills are a must. The incumbent in this position must be detail oriented, on tasks, and be able to work well independently.

**PROBLEM SOLVING:**

Employee must have the ability to recognize problems so as to solve them in an efficient manner and/or to know when to refer them to other staff or departments for the best solution. Creativity is important in the management of the office and its programs and services.

**FREEDOM TO ACT:** Works directly under supervision of the supervisor. No decision should be made by the person in this position without consultation and communication with the supervisor.