



Position Title: <b>Collaborative Service Associate</b>	Reports to: <b>Chief of Staff</b>
Department: <b>Campus Support</b>	FLSA Status: Non Exempt
Classification: <b>Regular Full Time</b>	Benefit Eligible: <b>Yes, Full Time Benefits</b>
SOC Code: <b>43-6014</b>	Last Updated: 06/18/2024
Location: <b>Keshena Campus</b>	Posting Status: <b>First Post</b> - Enrolled Menominee
Grant Funded: <b>Partially Grant Funded</b>	Application Deadline: <b>July 5, 2024</b>

**Position Summary:** The Collaborative Service Associate is a dynamic position that provides administrative and receptionist support to multiple areas on the CMN main campus while serving as the main reception area for the Keshena campus. Responsibilities in customer service, administrative support, budget support, student support, organizational skills, time management, and office productivity for the Campus Support department and Welcome Center are key components in directing the everyday operation of support services.

**Position Responsibilities and Duties:**

- Receive and assist students, visitors, and telephone callers, referring them to the correct person and/or department
- Handle all incoming and outgoing mail and necessary equipment for this function: mail machine, postage meter
- Sort/disburse mail and perform postage billing to departments on a monthly basis
- Assist the Purchasing manager with all packages delivered and mailed to and from campuses
- Manage the fleet maintenance program for CMN vehicles in accordance with Vehicle Use Policy
- Provide budgetary and administrative support for Campus Support, including check requests, invoices, and purchase orders
- Support campus safety requirements and be responsible and responsive to emergency situations
- Serve as the primary point of contact for the Welcome Center
- Provide administrative support for the Dean of Student Success, Recruitment, Admissions, Financial Aid, Advising, and Faculty as needed
- Organize and facilitate meetings and special events; schedule and coordinate dates, take minutes, and provide further administrative support as requested
- Manage student service area day-to-day activities; maintain files, telephone, and mailing lists, purchasing supplies and monitoring office expenditures
- Assist with various special events, activities, assignments, and projects as requested
- Maintain confidentiality in all matters
- Participate in the development of and support the college's strategic plan as required
- Assist with policy and procedure development for the Welcome Center and reception area(s)
- Perform other duties as assigned for the overall success of the College

**Minimum Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below represent the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

**1. Education**

- a. Equivalent to two years of college
- b. Preferred: Associate's Degree from an accredited institution of higher education

**2. Experience**

- a. Four (4) years of responsible administrative secretarial experience

**3. Specific Skills**

- a. Excellent communication, time management, and problem-solving skills
- b. Excellent phone communication and etiquette
- c. Perform multiple tasks and from multiple sources
- d. Ability to provide friendly and efficient customer service in a fast-paced environment
- e. Must be detail-oriented and action-oriented (i.e., looks for projects rather than waiting for direction)
- f. Ability to manage change and adaptability
- g. Proficiency in Google Suite and Microsoft Office

**4. Personal Traits**

- a. Dependable, punctual with a pleasing attitude toward work performed
- b. Excellent communication skills; phone etiquette and customer relations
- c. Ability to work cooperatively with a diverse population – students, staff, vendors,
- d. Excellent time management and problem-solving skills
- e. Ability to work independently and with limited detailed instructions
- f. Ability to manage change and adaptability

**Supervisory Responsibility:**

This position has no supervisory responsibilities.

**Physical Demands & Work Environment:**

Physical demands are classified as Light -lifting no more than 20 pounds at a time with frequent lifting or carrying of objects weighing up to 10 pounds, with frequent walking, standing or sitting most of the time with some pushing and pulling of arm or leg controls.

**Work Environment:**

While performing the duties of this job, the employee regularly works in an office setting. The work environment characteristics described here represent those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

-Performs administrative office functions-Constant

-Exposure to office/classroom environment- Occasionally

-Exposure to shop or maintenance environment - Never

**Tools & Equipment Used:** Office equipment, including copy, scan, print, and fax machines, computers, calculators, and telephones.

## **APPLICATION PROCESS**

### **A complete application includes:**

- Letter of Interest
- Current Resume
- Completed CMN application form - available under job opportunities at <http://www.menominee.edu/careers>
- Copy of all unofficial college-level transcripts (**Official** transcripts required upon hire)
- Three professional letters of reference
- Copy of valid Wisconsin Identification Card/ID
- Proof of relevant certificates or training
- Proof of Tribal Enrollment and/or 1<sup>st</sup> Descendent status
- Proof of honorable or general military discharge paperwork (if applicable)

It is not the responsibility of CMN to notify applicants of missing documents. Incomplete applications packets will not be considered.

### **Application materials can be mailed to:**

College Of Menominee Nation  
Human Resources  
P.O. Box 1179  
Keshena, WI 54135.

[hr@menominee.edu](mailto:hr@menominee.edu)  
[bsanapaw@menominee.edu](mailto:bsanapaw@menominee.edu)

An online application is available at: <http://www.menominee.edu/careers>

**Posting closes on  
Friday, July 5, 2024  
At  
4:00 P.M.**

**NOTE: Pre-employment drug testing is part of the hiring process.  
EOE/MITW 82-10**