

**ST CLOUD STATE UNIVERSITY
VACANCY POSTING**

This posting is effective **November 26, 2025**, and expires **December 3, 2025**.

Eligible employees* may bid on this vacancy by completing a “Classified Bid Form.” This form can be completed online, if you have any questions please contact the Human Resources office, AS204, during its regular business hours on or before **December 3, 2025**.

JOB NO.
1126-17

WORK AREA
Administrative Affairs

CLASS & EMPLOYMENT CONDITION
Customer Services Specialist, Intermediate
Full time, Unlimited

NORMAL HOURS OF WORK
Monday—Friday
8:00am-4:30pm

GENERAL DESCRIPTION OF JOB

The Customer Service Specialist Intermediate will provide general support and assistance within the public safety center. They will also participate in specific administration activities, including support for parking operations. Providing information, direction, and policy clarification to students, employees, and members of the community in person, electronically, or over the phone. The position will also interact with parking systems to review, interpret, and report data necessary for daily operations, budget planning, and decision-making.

Minimum Qualifications

- Customer Service skills sufficient to communicate knowledgeably and provide prompt, courteous, and accurate information to clientele or refer them to the correct department or office
- Database management sufficient to search for and manipulate records and create reports
- Keyboarding sufficient to compose emails and professional business-quality correspondence
- Basic Math skills sufficient to record and reconcile financial transactions related to fees collected
- Knowledge of spreadsheets sufficient to enter, analyze and manipulate data to provide meaningful reporting
- Data Entry skills sufficient to accurately and proficiently record sales of parking permits

Preferred Qualifications *(desired but not expected to have to enter job)*

- Desire and ability to learn, understand, and explain multiple policies and procedures pertaining to parking permits, key access
- Effectively set priorities, establish procedures to accomplish assigned responsibilities and be a good time manager
- 1 year of supervisory experience or leading a team.
- Adaptable to new and emerging technologies and apply them to assigned responsibilities
- Ability to interpret and analyze simplistic to complex problems related to the office and university policies/procedures
- Working knowledge of Federal/State/Institutional guidelines pertaining to the confidentiality

***To be eligible to bid, an employee must have the same class as this vacancy and must currently have either a different shift, or a different work area, or a different employment condition than described above.**