

COLLEGE OF MENOMINEE NATION

Position Description

JOB TITLE: Resource Room Coordinator

REPORTS TO: Dean of Continuing Education

LOCATION: Keshena Campus

CLASSIFICATION: Regular Full Time

BENEFIT ELIGIBLE: Yes, Full Time Benefits

Position Summary: The Resource Room Coordinator is responsible for assisting students and community members at the College of Menominee Nation's Menominee Job Center. Instructional technology resources include computer labs, and network peripherals such as printers, fax machines, and copy machines. The Resource Room Coordinator collaborates with the Career Services Specialist to provide comprehensive service to Job Center customers and develop and maintain effective services to employers within the community. The Resource Room Coordinator will facilitate small group workshops aimed at increasing workforce skill development as well as provide one-on-one assistance to individual job seekers.

Position Responsibilities & Duties:

- Provide primary Help Desk support and assistance to the Community Technology Center and Menominee Job Center for staff, students and community members with Job Center needs at all times.
- Responsible for monitoring the Job Center, including opening and closing in the evenings.
- Coordinate Job Center activities including assessments, computer career assistance, guidance and other activities as developed.
- Develop and deliver one-on-one and small group, computer related assistance.
- Work cooperatively and communicate with instructors, staff, and other personnel.
- Maintain and manage computer lab and multimedia instructional technology setups.
- Maintain accurate records and logs of Job Center usage as well as departmental equipment inventory, software inventory and licensing, toner stock etc.
- Identify and assist with special needs of Job Center users.
- Ensure that all users are introduced to the Job Center and Community Technology Center in a logical, easy to understand manner.
- Provide comprehensive customer service by:
 - o Interviewing Job Center users to identify needs and services,
 - o Assessing skills, assisting in completing applications, resumes and employment correspondence, o Assisting job seekers in searching for appropriate employment,
 - o Explaining employment resource materials (books, videos, Teknimedia, Typing Web, MindPlay, ModuMath, CareerCruising, Job Center of Wisconsin, Wisconsin Unemployment Insurance Benefits, etc.)
- Track core services provided to job seekers and community members by tabulating monthly usage data.
- Identify employment skill gaps, research and develop appropriate and effective small-

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- group workshops and individual activities to address needs of employers/employees in the community.
- Perform other duties assigned by supervisor.

Minimum Qualifications-To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Possess a minimum of a Business Office Technician Degree and/or Associates Degree in Computer Science or Business Administration as well as 1-2 years related work experience.
- Have experience and a solid working knowledge of Windows operating system, PC's & Apple products, Microsoft Office Suite applications, printers, networks, software, scanners, and other peripheral devices.
- Be able to stand, lift, climb, and carry heavy objects up to 50 pounds.
- Possess excellent oral and written communication skills, including the ability to speak publically in front of small and large audiences.
- Must be able to obtain a solid knowledge of frequently used Job Center programs and online services including, but not limited to:
 - o Job Center of Wisconsin
 - o Wisconsin Unemployment Insurance Benefits
- Must be able to work collaboratively with tribal agencies and community programs to build quality working relationships.
- Must have a good work history.
- Must pass a background check.
- Must be able to work both days and evenings.
- Must be able to work independently, have strong customer service skills, and possess excellent interpersonal and organizational skills.
- Must hold a valid driver's license and the state's recommended minimum insurance.
- Must be able to pass a Wisconsin Department of Transportation driver's background check.

Desired Qualification:

- Bachelor Degree in Computer Science or Business Management.

Reporting to this Position: N/A

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.

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Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Performs clerical office Functions - Frequently
- Exposure to office/class room environment - Frequently
- Exposure to shop or maintenance environment - Never

Tools & Equipment Used: PC, Scanner, Fax, Copy Machine, general office equipment.

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 college level transcripts (official transcripts required upon hired)
- Three professional letters of reference
- Copy of valid WI driver license
- Proof of relevant certificates or training
- Proof of Tribal enrollment status
- Proof of honorable or general military discharge paperwork (if applicable)

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

Application materials can be mailed to:

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

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

Open until filled

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