

MSU Bookstore, Inc.  
Customer Service Specialist  
Revised: 05.24.24

Overview

Incorporated in 1931, Montana State University Bookstore, Inc. (MSU Bookstore), is a student-faculty owned cooperative that serves Montana State University and the surrounding Gallatin Valley.

As a student-faculty owned co-op, the MSU Bookstore seeks to provide the lowest possible pricing on textbooks for our students. This is done through rebating the excess profits of previous years' sales back to our student owners through aggressive textbook discounting. This ongoing mission has allowed us to be a national leader in offering competitive course material prices to our students.

Each employee of MSU Bookstore, Inc. & its subsidiaries is expected to promote an atmosphere of courtesy and respect within the team by demonstrating positive leadership skills that build up the culture of the organization. Some of these skills include such things as collaborative problem-solving, calm, and inclusive speech, and practicing a teamwork mindset over a harsh or authoritative delegation style. It is also a baseline expectation that all MSU Bookstore, Inc. employees celebrate our customers by engaging, advocating for, and contributing to the feeling of acceptance and inclusiveness for all subsidiary customers and employees.

Primary Purpose

Under the direction of the Assistant Store Manager, the Customer Service Specialist is charged with meeting a variety of guest needs in a front-facing, fast-paced environment. Additional duties include answering phones, responding to emails, managing guest loyalty accounts, and processing transactions and returns.

This position works closely with the Assistant Store Manager to carry out the strategic agenda of the Executive team.

This is a communication heavy position that requires a strong attention-to-detail, a love for sales, and desire to stay on the move as part of a dedicated, hardworking team.

Essential Duties:

MSU Bookstore, Inc.  
Customer Service Specialist  
Revised: 05.24.24

1. Greets each guest of the MSU Bookstore as they enter the store in a warm and engaging manner.
2. Shares promotional updates and drives in-store traffic toward key areas like our clearance section and specialty collections.
3. Regularly engages with guests in a warm and professional manner to facilitate sales and brand loyalty during their full visit to the store.
4. Takes the lead in driving sales and reaching sales goals developed by the Branding team.
5. Acts as the main point-of-contact for escalated customer inquiries or complaints, resolving complex issues in a timely and satisfactory manner before the matter needs to be brought to the Assistant Store Manager's attention.
6. Responsible for monitoring and responding to all emails submitted to the customer service email on a daily basis.
7. Answers customer service and register phone lines to address any guest inquiries.
8. Collaborates with the Marketing team to draw guests' attention to our social media platforms, Brand Ambassadorship, and featured content.
9. Stays up-to-date on the 3-week SUB schedule to tailor greetings and sales add-ons to visiting groups or demographics.
10. Under the direction of the Assistant Store Manager, takes the lead in training new employees on register functions.
11. Reinforces service and sales expectations outlined by the MSU Bookstore Executive team including ensuring accurate and consistent explanation of the return policy, regularly suggesting add-on merchandise, and advocating for Blank Canvas and our not-for-profit mission.
12. Provides the Assistant Store Manager with regular feedback related to the guest experience and ways to optimize return patronage and drive sales.
13. Demonstrates a positive attitude, professionalism, and a commitment to guest satisfaction in all interactions, serving as a role model for the team.
14. Under the direction of the Assistant Store Manager and the Executive team, develops strategies to build customer loyalty and retention, such as loyalty programs, personalized communication, and proactive outreach.
15. Primarily responsible for acting as the closing shift lead at the end of each business day.
16. Maintains a growing knowledge of products, collections, vendors and Blank Canvas Creative.

MSU Bookstore, Inc.  
Customer Service Specialist  
Revised: 05.24.24

17. Responsible for maintaining the organization and cleanliness of the cash-wrap and customer service desk including refilling supplies, returning hangers and go-backs, emptying the trash, etc.
18. Under the direction of the Assistant Store Manager, aids the sales team on tasks such processing online orders, refreshing displays and sales floor, and other tasks.
19. Practices strict confidentiality relating to all student (FERPA), employee, customer, Bookstore, University, and financial data.
20. Under the direction of the Chief Wellness Officer, adheres to all policies and procedures related to employee wellness and safety as outlined by OSHA, state & federal laws, other relevant entities.
21. Regularly utilizes software associated with store operations including Microsoft TEAMS, Asana, and Resero CloudService.
22. Required to participate in annual inventory, seasonal events, stadium shifts, and open/close rotations.
23. Some travel to other worksites or industry events may be required.
24. Other duties as assigned.

Required Experience:

- 3-5 years retail, college bookstore, or sales experience.
- 2-3 years of team lead or third-key experience.
- 2-3 years merchandising, cash handling, inventory, and/or customer service experience.
- Proven ability to be an effective communicator, pay attention to detail, and effectively manage time and meet deadlines.

Preferred Experience

- Experience using inventory or POS management systems.
- Experience working in a college bookstore or other high-traffic retail environment.
- Experience working with a non-profit organization.

MSU Bookstore, Inc.  
Customer Service Specialist  
Revised: 05.24.24

Working Conditions

- May require regularly lifting up to 50 pounds.
- Role requires standing for long periods of time during shift.
- May require working outdoors in inclement weather.
- Requires a variety of repetitive motions including squatting, bending, gripping, and kneeling.
- Regular communication via phone, email, and in-person is required.

Knowledge, Skills and Abilities (KSAs):

- Excellent customer service skills, along with excellent interpersonal, written, phone and e-mail communication skills, including the ability to work with diverse populations.
- Intermediate working skills of word processing, spreadsheets, email, and database applications, typically within the Microsoft Office Suite.
- Detail-oriented with the ability to be flexible, manage multiple tasks and shifting priorities, work under pressure and meet deadlines.
- Ability to work independently, be self-directed and work as a member of a team.
- Develops positive relationships and a positive image of the store with the campus and the community to best serve the needs of the students, faculty, staff, and community.

**Diversity & Inclusion Statement:**

Diversity and inclusion are integral to our mission and values. We are committed to fostering a culture where all individuals are valued, respected, and empowered to bring their authentic selves to work. We believe that diversity of experiences, perspectives, and backgrounds strengthens our organization and drives innovation. We are dedicated to creating a workplace that is reflective of the diverse communities we serve, and we actively seek to recruit, develop, and retain talented individuals from all walks of life. Through our affirmative action initiatives, we strive to ensure equal opportunity for all employees and applicants, regardless of race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, disability, genetic information, veteran status, or any other characteristic protected by law. By embracing diversity and inclusion, we are not only enriching our organization but also contributing to a more equitable and just society.

MSU Bookstore, Inc.  
Customer Service Specialist  
Revised: 05.24.24