

MSU Bookstore, Inc.
Location: Gallatin Valley Mall
Guest Experience Supervisor (Third Key)
Revised: 06/09/26

Overview

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 MSU Bookstore, Inc. Executive team and Store Manager, the Guest Experience Supervisor (Third Key) is charged with meeting a variety of guest needs in a front-facing, fast-paced environment including processing transactions and returns, managing guest loyalty accounts and meeting store and individual sales goals.

Additional duties include answering phones, responding to emails, participating in sales floor resets, receiving merchandise, and contributing the store cleanliness.

This position works closely with the 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:

1. Greets each guest of the MSU Bookstore (Gallatin Valley Mall) 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.

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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. Resolves customer inquiries or complaints, resolving complex issues in a timely and satisfactory manner.
6. Collaborates with the Marketing team to draw guests' attention to our social media platforms, Brand Ambassadorship program, and featured content.
7. Stays up-to-date on mall and community events to tailor greetings and sales add-ons to visiting groups or demographics.
8. Under the direction of the Executive team may participate in training new employees on register functions, merchandising practices, and other operational activities.
9. Under the direction of the Chief Branding Officer, follows all branding "best practices" for sales floor merchandising, restocking, and "feature" displays.
10. Reenforces 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.
11. Provides the Store Manager with regular feedback related to the guest experience and ways to optimize return patronage and drive sales.

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12. Demonstrates a positive attitude, professionalism, and a commitment to guest satisfaction in all interactions, serving as a role model for the team.
13. Accomplishes all duties related to the opening and closing of the mall store when assigned including following all internal procedures, handling deposits, and adhering to mall policies.
14. May support the MSU Bookstore, Inc's other operations by assisting with event set-up, working at alternative locations such as the campus store, or participating in annual events like Annual Physical Inventory.
15. Maintains a growing knowledge of products, collections, vendors and Blank Canvas Creative services.
16. Responsible for maintaining the organization and cleanliness of the store including refilling supplies, returning hangers and go-backs, emptying the trash, restocking the sales floor, folding clothing, etc.
17. Demonstrates a high-level of emotional intelligence and the ability to de-escalate combative situations in a calm and collaborative manner.
18. Operates a cash register, performs merchandise returns and completes other tasks associated with store operations.
19. Participates in end-to-shift restocking and rotating of the sales floor especially after high-traffic periods such as special events and holiday sales.
20. Regularly participates in transferring merchandise from the campus store to the mall location including merchandised transfers related to online order fulfillment.
21. Under the direction of the Chief Branding Officer, aids the sales team on tasks such processing online orders, refreshing displays and sales floor, and other tasks.

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22. Regularly checks and utilizes the Microsoft Teams platform including communication streams, calendars, and procedural updates.
23. Required to comply with all federal, state, and local laws related to Title IX, mandatory-reporting requirements, FERPA, FLMA, FLSA (Fair Labor Standards Act), HIPPA, HEA, OSHA, and other Federal employment, higher education, and workplace laws.
24. Practices strict confidentiality relating to all student (FERPA), employee, customer, Bookstore, University, and financial data.
25. 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.
26. Regularly utilizes software associated with store operations including Asana, and Resero CloudService.
27. Maintains an understanding of PCI Compliance guidelines and completes annual mandatory certification.
28. Required to participate in annual inventory, seasonal events, stadium shifts, and open/close rotations.
29. Some travel to other worksites or industry events may be required.
30. 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.

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- 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.

Working Conditions

- May require regularly lifting up to 50 pounds.
- Role requires standing for long periods of time during shift.
- Requires a variety of repetitive motions including squatting, bending, gripping, and kneeling.
- Regular communication via phone, email, and in-person is required.
- Some weekend, evening, and special event shifts required
- The MSU Bookstore is open seven days a week. Shifts may rotate. Must be available to work during all hours of operation.
- Business operates year-round.
- Must be willing to work in a variety of settings including outside in inclement weather.
- May be required to travel to other locations for training and pop-up events.
- Requires the ability to multi-task in fast-paced retail environment.

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.

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- 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 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.