

The M Store

The M Store Sales Associate

05/09/2023

Overview

As Missoula's #1 fan shop, UM students and alumni alike know that they can grab the best game day gear at The M Store.

Each The M Store employee is expected to promote an atmosphere of courtesy and respect within The M Store team by demonstrating positive leadership skills that build up the culture within The M Store community. 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 The M Store employees celebrate our customers by engaging, advocating for, and contributing to the feeling of acceptance and inclusiveness for all The M Store customers and employees.

Primary Purpose

Under the direction of the Chief Wellness Officer & on-site supervisors, the core objective of The M Store Sales Associate is to drive sales by regularly engaging with all customers of the MSU Bookstore including those who reach out via the phone or online.

This position is required to participate in retail best practices such as upselling, informing all customers of promotions when they enter the store, participating in sales team challenges, and maintaining knowledge of our products and store layout.

In addition to performing tasks associated with the daily operation of the cash registers or customer service department, this position is required to support the needs of other departments such as restocking the sales floor, basic cleaning tasks, and other duties as assigned.

This position is a key customer service position within the company and works closely with all departments and stakeholders associated with The M Store.

This position is primarily performed on-site but requires rotating shifts at pop-up events and The M Store stadium & Tailgating shops. Some weekend shifts and occasional overtime are required.

Primary Duties

1. Warmly greets and offers to assist each person who enters The M Store.
2. Promptly answers the phone in a professional and engaging manner.
3. Supports The M Store mission, by attempting up-sales during each transaction.

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4. Engages with customer on the sales floor including informing them of current promotions, locating products, and answering questions.
5. Expected to stay busy during slow traffic times by restocking, clearing go-backs, cleaning, or assisting other bookstore departments with their tasks.
6. Maintains a working knowledge of products, sales promotions, and events happening on behalf of The M Store brand.
7. Regularly operates a cash register, counts back change, and processes customer returns.
8. If assigned to a closing shift, responsible for processing go-backs and restocking after the store closes.
9. Required to comply with all The M Store high customer service standards and store policies.
10. Must comply with all federal, state, and The M Store policies related to safety, confidentiality, and mandatory reporting.
11. Required to participate in annual inventory, seasonal events, stadium shifts.
12. Other duties as assigned.

Preferred Qualifications

- 1-2 years' experience operating a POS system (cash register)
- 1-2 years retail experience
- 1-2 years customer service experience
- Familiarity with Microsoft 365 products including Outlook and TEAMS.
- Experience working with or selling MAC products