

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

## Primary Purpose

Under the direction of the CEO, the core objective of the MSU Bookstore Administrative Assistant is to act in a clerical support role to the Executive team. This role should make decisions that underscore our primary mission to drive student success through lowering the cost of course materials for all Montana State University students. While this position is not supervisory in nature, the Administrative Assistant may take the lead in certain project as delegated by the CEO or other members of the Executive team.

The MSU Bookstore Administrative Assistant position is a communication-based role that requires successful interaction with Bookstore staff (including student employees), the campus community (staff, faculty, and alumni), and the public.

This position requires strong multi-tasking skills, the ability to solve problems in a calm and respectful manner, and the capacity to lead by example in a professional, high-traffic retail environment.

1. Under the direction of the CEO, provides administrative support to the Executive team including scheduling meeting space, maintaining MSU Bookstore's Master calendar, updating phone messages, and booking travel as well as other clerical and organizational assignments.
2. Supports the CEO by reviewing his email, phone messages, mail, and personal calendar daily.
3. Collates and distributes MSU Bookstore mail including items for the remote staff.
4. As an observer of key conversations, takes notes at all staff meetings and board meetings.
5. As directed by the CEO, prepare communication such as emails, memos, invoices, reports, and other correspondence.
6. Under the direction of the CEO or other members of the Executive team, may disseminate information to the staff.
7. Under the direction of the Chief Wellness Officer maintains the inventory for all Bookstore FIRST AID bags and supports the training and preparation of safety and evacuation procedures.
8. In the absence of the Customer Service Supervisor, this role is responsible for answering the Customer Service desk phone line, reviewing all emails that come through the MSU Bookstore Customer Service email address, resolving customer returns, and answering other questions for guests of the MSU Bookstore.
9. Creates and maintains a filing system for the CEO and the Executive team, both electronic & physical, including Board documents.
10. In support of the MSU Bookstore core mission and in partnership with the University, manages the IA accounts for MSU students including resolving issues related to non-payment or student concerns.
11. Responsible for ordering office supplies, general shipping supplies, and other necessary equipment for staff use.
12. May operate a cash register or perform other tasks that support the smooth operation of the MSU Bookstore.
13. Other duties as assigned.