#### Trent University LogoEXEMPT JOB DESCRIPTION

**Job Title:** Assistant Starbucks Manager

**Job Number:** X-350 | VIP: 1111

**Band:** EXEMPT- 3

**Department:** Starbucks

**Supervisor Title:** Starbucks Manager

**Last Reviewed:**  June 6, 2017

#### **Job Purpose:**

Under the direction of the Manager, and regularly working at times when the Manager is not present, the incumbent will work independently, following broad guidelines, operating instructions provided by the Manager and Starbucks Operating Standards, to operate the Starbucks store in an efficient and profitable manner, including but not limited to assisting the Manager with hiring, training and performance management of all staff, assisting with staff training, managing product inventory, cash handling and reconciliation and ensuring all Starbucks branded requirements are followed. The incumbent will work a series of rotating shifts that ensures regular participation in store front activities covering all days of the week and hours of the day that the store is open.

#### Key Activities:

***Operations (25%):***

1. Ensuring all brand guidelines are followed.
2. Ensuring all related University policies are followed.
3. Demonstrating and providing excellent customer service.
4. Respond to and follow up on customer feedback.
5. Assists Manager with inventory and ordering of products and supplies to ensure efficient operations of outlet.
6. Ensure a clean and well maintained and merchandised outlet.
7. Executes and communicates all planned promotions.

***Store Front Activity (35%):***

1. Working as a member of the store front team, the incumbent will serve customers, make coffee and specialty drinks, operate the point of sales system, prepare food items, participate in daily cleaning and maintenance.
2. The Assistant Manager will use the time working with store front staff to reinforce Starbucks brand standards and enhance training.

***Staffing/Human Resources (20%):***

1. Assist the Manager with the hiring student staff annually (posting jobs, interviewing).
2. Use and understanding of scheduling software and to assist Manager with Scheduling when needed to ensure efficient operations.
3. Supervising and directing daily duties of student staff.
4. Assist the Manager with the execution of training for all staff.
5. As directed, conduct regular reviews with staff and deal with any disciplinary issues that arise.

***Administration (15%):***

1. In conjunction with manager ensure staff hiring documents are provide to HR to meet payroll deadlines.
2. In absence of Manager review staff hours in HRIS system as required to meet payroll deadlines.
3. Regular communication with Manager and Trent Card office to ensure all pricing in point of sales system is updated and accurate
4. Handling repair issues as they arise to maintain operation.
5. Regular communication with Manager for any operational or staffing items.

***Finance (5%):***

1. Ensure all reports are completed and submitted in a timely manner.
2. Assist with process deposits on daily, weekly, monthly basis to finance department.

#### Education Required:

* Minimum two-year College Diploma in Hospitality, Business, or related field.
* Food Safety Training required.
* Standard First Aid.

#### Experience/Qualifications Required:

* Two years food or hospitality experience.
* Supervisory responsibility is an asset.
* Point of sale system experience (experience specifically with Volante is an asset).
* Cash handling/retail experience.
* Exceptional customer service.
* Organized, flexible, attention to detail.
* Previous Starbuck or other quick service training an asset.
* Excellent verbal and written communication skills, advanced skills with Excel, able to use common software (Word, PowerPoint).
* Criminal record check may be required.

**Job Evaluation Factors:**

**Analytical Reasoning**

* Starbucks Operating Standards, University policies and procedures and operating guidelines established by the Manager will provide significant guidance to the incumbent.
* In the absence of the Manager, the Assistant Manager will be required to constantly monitor operations throughout the day and make appropriate adjustments to staffing levels.
* If the event of customer complaints, determine and implement an appropriate remedy.

**Decision Making**

* In the absence of the Manager the Incumbent acts independently and requires limited guidance or assistance in the handling of day-to-day tasks
* Incumbent is expected to understand the scope of responsibilities and use judgement to prioritize and complete tasks as necessary
* Incumbent is expected to independently interact with diplomacy and tact with students, staff, faculty, and representatives of the TCSA
* Handle customer complaints in an appropriate manner

**Impact**

* Inappropriate planning of staffing and/or inventory will have a negative impact on sales, profitability, customer satisfaction.
* Inadequate training of staff will impact customer satisfaction.
* Inability to maintain a clean and safe workspace can result in charges under the Food Services Premises Act
* Failure to maintain Starbucks Operating Standards will damage the relationship with Starbucks

**Responsibility for the Work of Others**

Direct Responsibility for the Work of Others:

* Assists with hiring, training, and motivating all student staff (50)

Indirect Responsibility for the Work of Others:

**Communication**

Internal:

* Manager, Starbucks
* Trent U Card Office – account transactions, POS equipment
* Finance – accounting, budgets
* Facilities Management – fixit

External:

* Approved suppliers
* TCSA
* Starbucks district manager
* Health and safety auditors
* Repair companies

**Motor/ Sensory Skills**

* Excellent dexterity to prepare products
* Able to handle products, cash, coin,
* Able to hear customer orders
* Verbally direct the work of others
* Sight adequate to ensure items are properly prepared and to observe staff at work

**Effort**

Mental:

* Sustained periods of concentration
* Manage multiple tasks at the same time
* Able to prioritize tasks

Physical:

* Extending periods of continuously working while standing (4 hours)
* Seated work to complete paperwork, cash handling
* May work extended hours
* Works a rotating schedule that covers all days of the week and all operating hours (7 am – 11 pm)
* Able to lift 20 kilograms

**Working Conditions**

Physical:

* None

Psychological:

* Extended periods of concentration and focus