

California State University, Fresno Association, Inc.

STARBUCKS LEAD

JOB ANNOUNCEMENT #21-165

POSITION SUMMARY:	Part-time, non-benefited position for the California State University, Fresno Association – Dining Services. Under the supervision of the Assistant Manager/Manager of Starbucks, the incumbent is responsible for assisting the team members and providing outstanding customer service. This position will work a flexible schedule that may include weekends and/or evenings. Open availability preferred.
ESSENTIAL JOB FUNCTIONS:	<p>Typical duties include, but are not limited to:</p> <p><i>Develops Enthusiastically Satisfied Customers All the Time</i></p> <ul style="list-style-type: none"> • Welcomes and connects with every customer • Demonstrates “Make Every Moment Right” behavior by taking care of customer needs <p><i>Maintains Quality Store Operations</i></p> <ul style="list-style-type: none"> • Assist store manager in hiring new associates by participating in the interview and onboarding process • Coaches new hires through their learning • Follows and directs others to follow store policies and procedures for operational flow at each station • Ensures all company policies, store operating standards, and procedures are communicated effectively and maintained and followed in a consistent manner • Organizes work throughout store in a manner that facilitates efficient customer service and ensures staff is fulfilling their playbook roles and routines • Follows health, safety and sanitation guidelines for all products • Performs and directs others to complete the cleaning and operational tasks in accordance with the store clean, safe and ready program • Follows and directs others to follow standards for merchandising, stocking, rotating and storing all products • Performs special projects to assist with shift operations • Assists in store scheduling and adjusts staffing to meet store and business needs • Be familiar with and be able to execute corporate Food Safety Assessment (FSA) and Store Operation Assessment (SOA) inspections. • Utilize and complete Daily Records Book every shift. <p><i>Financial Contribution</i></p> <ul style="list-style-type: none"> • Contributes to store goals for increasing sales • Assists store manager with accounting and cash responsibilities • Responsible for store funds while running a shift • Ensures all cash handling and cash register functions are performed in an accurate and consistent manner • Maintains some accountability for store operations, associate development and promoting beverage and product sales • Ensures the proper types and amounts of materials, supplies and merchandise are stocked. Effectively communicates new product information to associates <p><i>Takes Responsibility to Learn All Aspects of the Barista Position</i></p> <ul style="list-style-type: none"> • Acts as a role model while providing guidance and training to store associates on all the performance expectations listed in Initial Store Training/Barista Training. • Ensures associates adhere to the meal and break policies • Demonstrates and ensures all Starbucks standards are followed • Communicates store and associate concerns to the store manager in an effective manner • Must complete Daily Operations training and certification.

	<ul style="list-style-type: none"> • Certified as an in-store Barista Trainer to facilitate ongoing training of new barista • Must complete Starbucks Management and certification. <p><i>Develops Associates</i></p> <ul style="list-style-type: none"> • Trains and develops associates to demonstrate all Starbucks customer service standards, operating standards and Starbucks experience • Responsible for ensuring the training integrity of baristas by coaching Initial Store Training • Other duties as assigned.
POSITION REQUIREMENTS:	<p><i>To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</i></p> <ul style="list-style-type: none"> • High School Diploma or GED equivalent • Minimum of one (1) year Starbucks experience • Ability to lift, push, pull and/or carry up to 50 pounds • Knowledge of safety practices and sanitary methods involved in food handling and kitchen equipment • Ability to stand for long periods of time • Effective oral and written communication skills in English • Skill in customer service and working cooperatively with others • Ability to read, understand, and follow written and verbal instructions • Ability to coordinate task to meet production deadline; work rapidly and efficiently.
COMPENSATION:	\$15.00 per hour
DEADLINE:	Application review begins immediately; open until filled
TO APPLY:	<p>Please visit the Auxiliary Human Resources page at http://www.auxiliary.com/auxhr/jobs.html for job announcement and application. Applications may be mailed, emailed, faxed or delivered in person to:</p> <p>California State University, Fresno Auxiliary Human Resources 2771 E. Shaw Ave. (there is no suite number) Fresno, CA 93710 Fax: (559) 278-0988</p> <p>E-mail completed application & resume to: HRAUX@LISTSERV.csufresno.edu</p>

RESUMES WILL NOT BE ACCEPTED WITHOUT A COMPLETED APPLICATION

California State University, Fresno is a smoke free campus. For more information, please click <http://fresnostate.edu/adminserv/smokefree/index.html>

Employment for this position is by the California State University, Fresno Association, Inc. This is not a State of California position.

AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY/ADA EMPLOYER