# STARBUCKS LEAD

## JOB ANNOUNCEMENT #21-165

<table>
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<th>POSITION SUMMARY:</th>
<th>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.</th>
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<td>ESSENTIAL JOB FUNCTIONS:</td>
<td>Typical duties include, but are not limited to:</td>
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|  | **Develops Enthusiastically Satisfied Customers All the Time**  
  - Welcomes and connects with every customer  
  - Demonstrates “Make Every Moment Right” behavior by taking care of customer needs  
|  | **Maintains Quality Store Operations**  
  - 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.  
|  | **Financial Contribution**  
  - 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  
|  | **Takes Responsibility to Learn All Aspects of the Barista Position**  
  - 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. |
- Certified as an in-store Barista Trainer to facilitate ongoing training of new baristas.
- Must complete Starbucks Management and certification.

**Develops Associates**
- 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:**
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.

- 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:** Please visit the Auxiliary Human Resources page at [http://www.auxiliary.com/auxhr/jobs.html](http://www.auxiliary.com/auxhr/jobs.html) for job announcement and application. Applications may be mailed, emailed, faxed or delivered in person to:

California State University, Fresno  
Auxiliary Human Resources  
2771 E. Shaw Ave. (there is no suite number)  
Fresno, CA 93710  
Fax: (559) 278-0988

E-mail completed application & resume to: HRAUX@LISTSERV.csufresno.edu

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](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.

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