

# California State University, Fresno Association, Inc.

## Starbucks Team Leader

**JOB ANNOUNCEMENT - ASSN #17-876**

### **POSITION**

Part-time, non-benefited position with Starbucks, a part of University Dining Services through California State University, Fresno Association, Inc. This position will work a flexible schedule, which will include weekends and/or evenings. Team Leaders are responsible for assisting the team members and providing outstanding customer service.

### **DUTIES AND RESPONSIBILITIES**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Other duties may be assigned.

#### *Develops Enthusiastically Satisfied Customers All the Time*

- Welcomes and connects with every customer
- Demonstrates "Just Say Yes" 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 Starbucks Quality Assurance Standards (QSA) Audit and Store Operation Assessment (SOA) inspections

#### *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 ordered and 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
- 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
- May be asked to complete and implement Advanced Store Training in Manager's absence
- Certified as an in-store learning coach to facilitate ongoing training of new barista

#### *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

## **REQUIREMENTS**

The requirements listed below are representative of the minimum knowledge, skill, and/or ability required to perform this job successfully. *Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- High School Diploma or GED equivalent
- Fresno State student preferred
- 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 during rush periods

**EDUCATION:** High School diploma or equivalent.

**SALARY:** \$12.50 per hour

**FILING DEADLINE:** Open Until Filled

**TO APPLY:** Visit our website at: [www.auxiliary.com](http://www.auxiliary.com) for job announcement and application.

California State University, Fresno  
Auxiliary Human Resources  
2771 E. Shaw Ave.  
Fresno, CA 93710                      Fax: (559) 278-0988

E-mail completed application & resume to: [HRAUX@LISTSERV.csufresno.edu](mailto:HRAUX@LISTSERV.csufresno.edu)

## **RESUMES WILL NOT BE ACCEPTED WITHOUT 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**