#### Trent University LogoEXEMPT JOB DESCRIPTION

**Job Title:** Starbucks Manager

**Job Number:** X-349 | VIP: 1126

**Band:** EXEMPT-5

**Department:** Starbucks

**Supervisor Title:** Director, Conferences and Hospitality Services

**Last Reviewed:**  October 19, 2023

#### **Job Purpose:**

Under the direction of the Director, Conferences and Hospitality Services or their designate, the incumbent will work highly independently, following very broad guidelines and Starbucks Operating Standards, to operate the Starbucks store in an efficient and profitable manner, including but not limited to hiring, training and performance management of all staff, including the Assistant Manager, oversee all staff training, managing product inventory, cash handling and reconciliation, monitor all financial aspects of the operation in relation to the budget 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

* Ensuring all brand guidelines are followed
* Ensuring all related University policies are followed
* Demonstrating and providing excellent customer service
* Respond to and follow up on customer feedback
* Inventory and order products and supplies to ensure efficient operations of outlet
* Ensure a clean and well maintained and merchandised outlet
* Executes and communicates all planned promotions

**Store Front Activity**

* 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
* The Manager will use the time working with store front staff to reinforce Starbucks brand standards and enhance training

**Staffing/Human Resources**

* Hire, train and supervise the Assistant Manager (regular recurring)
* Hire, train and supervise student managers
* Hiring student staff annually (posting jobs, interviewing)
* Scheduling of staff to ensure efficient operations
* Supervising and directing daily duties of student staff
* Conduct training for all staff
* Conduct regular reviews with staff and deal with any disciplinary issues that arise

**Administration**

* Participates as a member of the Food Services Advisory Committee
* Ensure staff hiring documents are provide to HR
* Review and send staff hours to Payroll for processing as required to meet payroll deadlines
* Ensure all pricing in point of sales system is updated and accurate
* Handling repair issues

**Finance**

* Participate in the development of the annual business plan and budget
* Ensure all reports are completed and submitted in a timely manner
* Process deposits on daily, weekly, monthly basis to finance department,
* Prepare and submit regular and ad hoc reports for the Director, Foodservices and Director, Conferences and Hospitality Services
* Monitor financial operations in relation to set budget and take corrective action as required
* Prepare and submit reports and information related to funds transfers
* Ensure staff hiring documents are provide to HR
* Review and send staff hours to Payroll for processing as required to meet payroll deadlines
* Ensure all pricing in point of sales system is updated and accurate
* Handling repair issues

#### **Education Required:**

* Minimum three (3) year college diploma in hospitality, business, or related field.
* Food Safety Training is required. Advanced Food Safety Training is an asset and an incumbent without this qualification will be required to obtain it within one year of being hired.
* Standard First Aid

#### **Experience/Qualifications Required:**

* 5 years food or hospitality experience with progressive supervisory experience is required
* Cash handling/retail experience
* Exceptional customer service
* Point of sale system experience (experience specifically with Volante is an asset)
* Organized, flexible, attention to detail
* Previous Starbucks or other quick service training is required
* 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 and University policies and procedures will*

 *provide significant guidance to the incumbent.*

*• The Manager will be required to constantly monitor operations throughout the*

 *day and make appropriate adjustments to staffing levels.*

*• In the event of customer complaints, determine and implement an appropriate remedy.*

##### Decision Making

##### *• 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 impacts on sales, profitability, customer satisfaction.*

*• Sensitivity to the work needs of students will ensure a productive and positive work place.*

*• An awareness of the relationship between the University and the Trent Central Students Association specifically as it relates to the joint nature of the Starbucks operation will improve relationships between the parties*

*• Inadequate training of staff will negatively impact customer satisfaction.*

*• Inability to maintain a clean and safe work space 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:*

*• Hires, trains, motivates the Assistant Manager and one or more student managers*

*• Hires, trains and motivates all student staff (approx. 50)*

##### Communication

*Internal:*

*• Director, Conferences and Hospitality – daily work direction*

*• Director, Foodservices – annual budget process,*

*• Food Services Advisory Committee*

*• Trent U Card Office – account transactions, POS equipment*

*• Finance – accounting, budgets*

*• Facilities Management – fixit, OwlOps*

*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*