



Job Title: Starbucks Manager

Division: Resort Services

Department: Food and Beverage - Starbucks

Responsible To: Chief Resort Services Officer

Role Summary

The Starbucks Manager leads a team of associates in providing a unique coffee experience to customers by providing prompt service, quality beverages and products while maintaining a clean and comfortable environment. This individual is responsible for supervising the daily operations of the store, ensuring customer satisfaction and product quality, managing the stores financial performance as well as safety and security within the store.

Responsibilities

- Lead the day-to-day operations of Starbucks
- Plan, identify, communicate and delegate appropriate responsibilities and practices to associates to ensure smooth flow of operations
- Ensure the prompt and efficient service of food and beverages
- Enforce sanitary practices for food handling, general cleanliness and maintenance of store
- Establish, communicate, train and monitor store procedures
- Investigate and resolve complaints concerning food quality and service
- Utilize interpersonal and communication skills to lead, influence, and encourage others
- Develop operating budgets and administer those budgets on an ongoing basis by monitoring and tracking expenses
- Hire, train, coach and develop a successful and enthusiastic team of Starbucks associates, engaging in performance management and positive coaching and counseling as needed
- Manage scheduling in accordance with employment policies and budget targets
- Ensure that all time management and payroll processes are carried out accurately and timely
- Assist in development and implementation of department orientation and training
- Together with the Chief Resort Services Officer, develop strategies improving financial performance
- Complete scheduled inventories, stock and requisition necessary supplies
- Build relationships with customers and deliver excellent customer service by engaging and connecting with them and responding to their needs
- Follow all cash management procedures, ensure proper cash practices are followed
- Monitor and manage labour to achieve and maintain store operational requirements
- Contribute toward profitability store through seeking opportunities to enhance sales
- Manage efficiently inventory, cost of goods control as well as labor costs
- Maintain daily, weekly as well as period financial reports
- Convey new product information and details to associates
- Train and prepare team to demonstrate Starbucks client service standards, star skills and operating standards
- Provide Starbucks service experience consistently for each customer



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- Compliance with all safety regulations of assigned tasks, and ensure a clean and safe working environment with active participation in the health and safety program
- Adhere to all environmental policies and programs as required
- Other duties as assigned

Competencies

- Business acumen and positive mindset
- Communication/logistics management
- Organizational effectiveness
- Results oriented relationship builder
- Independent but collaborative when necessary

Characteristics

- High energy, passionate and resilient
- Game changer/high impact team player/unfazed by change or adversity
- Humble and good sense of humour
- Executive maturity, professionalism and presence
- Smart, courageous, leader

Requirements

- University degree or college diploma
- 3 years of leadership experience within a customer focused environment
- Previous Starbucks experience an asset
- Must possess excellent customer service skills
- Must be computer literate. Preferred candidate will have previous experience with point of sale software, Microsoft Word and Excel
- Strong verbal and written communication skills
- Detail-oriented and works with a high degree of accuracy
- Ability to multi-task in a fast-paced environment
- Must be extremely responsible with integrity and ability to maintain confidentiality and discretion

Working Conditions

- Must be able to work flexible hours including evenings, weekends and holidays
- Required to move, lift, carry, pull and place objects weighing less than or equal to 25 pounds without assistance
- Stand, sit or walk for an extended period of time or for an entire shift
- Reach overhead and below the knees, including bending, twisting and pulling

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