



## **JOB OPENING – STARBUCKS ASSISTANT MANAGER**

### **Description**

#### Job Summary and Mission

This job contributes to Starbucks success by leading a team of store partners to create and maintain the Starbucks Experience for our customers and partners. The store manager is required to regularly and customarily exercise discretion in managing the overall operation of the store. In particular, a majority of time is spent supervising and directing the workforce, making staffing decisions (i.e., hiring, training, evaluating, disciplining, discharging, staffing and scheduling), ensuring customer satisfaction and product quality, managing the store's financial performance, and managing safety and security within the store. The incumbent is responsible for modeling and acting in accordance with Starbucks guiding principles.

#### Summary of Key Responsibilities

Responsibilities and essential job functions include but are not limited to the following:

Leadership – Setting goals for the work group, developing organizational capability, and modeling how we work together:

- Demonstrates a calm demeanor during periods of high volume or unusual events and manages smooth transitions thereafter to keep store operating to standard and to set a positive example for the store team.
- Displays a customer comes first attitude by training and holding partners accountable for delivering legendary customer service.
- Drives the implementation of company programs by developing action plans and directly motivating and instructing the store team to implement them to meet operational and organizational objectives.
- Manages with integrity, honesty and knowledge that promote the culture, values and mission of Starbucks.
- Plans, identifies, communicates, and delegates appropriate responsibilities and practices to store partners to ensure smooth flow of operations.
- Provides coaching and direction to the store team to take action and to achieve operational goals. Constantly reviews store environment and key business indicators to identify problems, concerns, and opportunities for improvement to provide coaching and direction to the store team to achieve operational goals.

Planning and Execution – Developing strategic and operational plans for the work group, managing execution, and measuring results:

- Monitors and manages store staffing levels to ensure partner development and talent acquisition to achieve and maintain store operational requirements.
- Utilizes existing tools to identify and prioritize communications and regularly uses discretion to filter communications to the store team. Communicates clearly, concisely and accurately in order to ensure effective store operations.

Business Requirements – Providing functional expertise and executing functional responsibilities:

- Ensures adherence to applicable wage and hour laws for nonexempt partners and minors.
- Solicits customer feedback to understand customer needs and the needs of the local community.
- Uses all operational tools to plan for and achieve operational excellence in the store. Tools include Automated Labor Scheduling, Monthly Status Report, Quarterly Business Review, cash management and inventory management.
- Uses discretion in accessing external resources to support store operations and to execute district and regional initiatives. Resources include Partner Resources, Marketing, Partner & Asset Protection, Food & Beverage, Coffee, and Retail Implementation departments.

- Utilizes management information tools and analyzes financial reports to identify and address trends and issues in store performance.

Partner Development & Team Building – Providing partners with coaching, feedback, and developmental opportunities and building effective teams:

- Actively manages store partners by regularly conducting performance assessments, providing feedback, and setting challenging goals to improve partner performance. Manages ongoing partner performance using performance management

### **Qualifications**

#### Summary of Experience

- Progressively responsible retail experience (3 years)
- Management (2 years)
- Experience analyzing financial reports

#### Required Knowledge, Skills and Abilities

- Ability to manage store operations independently
- Ability to manage effectively in a fast-paced environment
- Ability to manage multiple situations simultaneously
- Ability to manage resources to ensure that established service levels are achieved at all times
- Interpersonal skills
- Knowledge of customer service techniques
- Knowledge of supervisory practices and procedures
- Organization and planning skills
- Strong operational skills in a customer-service environment
- Strong problem-solving skills
- Team-building skills
- Ability to communicate clearly and concisely, both orally and in writing
- Strong leadership skills, with the ability to coach and mentor others
- Ability to plan and prioritize workload
- Ability to handle confidential and sensitive information

#### Education

- College degree in business or a closely related field may substitute for a portion of the required experience
- High school or GED

### **APPLY IN PERSON AT:**

**THE VILLAGE AT SQUAW  
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Olympic Valley, CA 96146  
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