

See Rock City, Inc.
JOB DESCRIPTION

Title: STARBUCKS MANAGER	Team: Starbucks
Reports to: Director of Food and Beverage	Status: Full-Time, Exempt

Summary

As a member of the See Rock City, Inc. family, the Lookout Mountain Starbucks Manager reports to the Director of Culinary Experience, leading and managing the operational success of the Starbucks store located across from beautiful Rock City Gardens. Under the direction of the Director of Food and Beverage the Starbucks Manager is responsible for performing the following duties:

Responsibilities

- Delivers excellent guest service to internal and external customers in line with the organization’s mission, culture, and values.
- Models appropriate guest and partner interaction at all times, displaying the values of the culture of excellence and leading in a manner that serves as an organizational model for the values.
- Monitors weekly sales reports and submits weekly sales reports to Starbucks on Monday mornings.
- Creates annual budgets for Starbucks in conjunction with the Director of Food and Beverage and ensures the store operates within the defined parameters of these budgets.
- Maintains and adjusts par stock and inventory levels, takes monthly inventory.
- Implements and oversees Starbucks on-the-job training programs for baristas and store management (AST Training).
- Creates weekly schedule for partners, ensuring that all shifts are efficiently staffed.
- Places orders for products.
- Receives and verifies product deliveries.
- Leads the Starbucks team in achieving operational goals through effective motivation, mentorship and support, in line with the organization’s mission, culture, and values.
- Coaches and counsels’ partners as needed and ensures proper documentation by utilizing Partner Performance Feedback forms.
- Monitors the progress of new partners to ensure that they are properly trained and providing excellent guest service.
- Regularly conducts team meetings and meetings with Team Leaders.
- Coordinates with Marketing team for social media posts and advertisements.
- Maintains store presentation and signage in accordance with Starbucks standards and display guidelines.
- Regularly updates POS system to reflect current offerings and prices for all products.
- Regularly monitors sales audits.
- Coordinates with Recruiter for interviewing and hiring staff.
- Formally assesses team performance according to company standards.
- Fosters and maintains community relationships.
- Coordinates with Accounting to ensure proper distribution of tips and timely review of monthly financials.
- Reviews and approves all invoices related to Starbucks purchases.
- Maintains communication with Starbucks District Manager.
- Coordinates with Special Events Manager on all special events held at Starbucks.
- Enforces both Starbucks’ and Rock City’s employment policies and procedures.
- Coaches, counsels, and disciplines Starbucks’ partners as needed.
- Approves weekly payroll for Starbucks.
- Manages a staff of 15-25 partners.
- Performs other duties as assigned by management.

Qualifications

- Associate Degree (A.A.) or equivalent preferred.
- Minimum 1 year(s) experience in Food and Beverage and/or Retail Management environment preferred.
- Possesses or able to obtain (post-hire) Barista and AST certification through Starbucks.
- Coordination and Team Leader skills with the ability to motivate, develop, and oversee others.
- Ability to lead up to 30 partners.
- Possess a kind personality, the desire to contribute to a great team, and willingness to learn or improve skills.
- Ability to display a professional, engaging, and polite image to guests and team partners.
- Ability to speak effectively in one-on-one and small group situations knowing that your feedback and input is important to the team.
- Ability to read and understand operational documents.
- Ability to work effectively with a team in a fast-paced, efficient, environment.
- Ability to add, subtract, multiply, and divide. Ability to perform these operations using units of American money.
- Ability to provide a flexible schedule to work nights, weekends, holidays, and special events as needed.
- Required to regularly use hands and fingers. Ability to lift/move up to 30 pounds. Required to walk, stoop, kneel or crouch frequently. Must be able to stand regularly.