

See Rock City, Inc.
JOB DESCRIPTION

Title: STARBUCKS TEAM LEADER	Team: Starbucks
Reports to: Starbucks Manager	Status: Full-Time, Non-Exempt

Summary

Supervises Starbucks partners daily and maintains an attractive and well-stocked store. Prepares beverages to Starbucks' standards while providing efficient and excellent guest service. Under the direction of the Starbucks Manager, the Starbucks Team Leader 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.
- Performs normal barista duties and ensures that opening and closing procedures are followed.
- Maintains a Clean, Safe, and Ready store that is up to Georgia Health Department and Starbucks Food Safety Assessment standards.
- Coaches' baristas on their role in keeping a clean bar, back of house, and café.
- Assists with conducting inventory, maintaining stock, and placing orders.
- Sends weekly sales reports and records daily sales reports.
- Conducts Starbucks on-the-job training programs for baristas, barista trainers, and Daily Operations training as needed.
- Enforces both Starbucks' and Rock City's employment policies and procedures. Serves as a positive example by always complying with these policies.
- Serves as point of contact to respond to customer requests, feedback and questions in the absence of the manager, doing so in a manner that reflects excellence and professionalism to achieve positive outcomes, keeping the manager informed of feedback from both guests and partners.
- Coaches and counsels Starbucks' partners as needed. Keeps Starbucks Manager informed of any partner issues.
- Oversees daily supervision of partners, along with the manager and other team leaders, motivating and leading them in accordance with our Culture and Values.
- Performs other duties as assigned by management.

Qualifications

- High school diploma or GED required.
- Minimum 1-year experience in retail and/or restaurant environment preferred.
- Coordination and Team Leader skills with the ability to motivate, develop, and oversee others.
- Ability to lead up to 8 partners at a time.
- Must possess excellent computer skills and be proficient in MS Office, including Word, Excel, and Outlook.
- Possess an outgoing, friendly personality and the ability to provide excellent guest service.
- Barista, Barista Trainer, and Daily Operations certification through Starbucks.
- Ability to communicate and interact effectively in one-on-one and small group situations.
- 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.