



CAREERS AT STARBUCKS

Connect with something bigger.

### Shift Supervisor

From the beginning, Starbucks set out to be a different kind of company. One that not only celebrated coffee but that also brought a feeling of connection. We are known for developing extraordinary partners who share this passion and are guided by their service to others.

Shift Supervisors are the operational experts that keep each store running like clockwork. By leading a shift, running a team and making store operations decisions, they develop leadership skills for the future. They role model high-quality service while creating meaningful connections with customers and partners alike.

### Are you ready to join?

#### Work Together:

- Create a positive learning environment by providing clear, specific, timely and respectful coaching and feedback to partners to ensure operational excellence and to improve partner performance
- Develop positive relationships with shift team by understanding and addressing individual motivation, needs and concerns
- Recognize and communicate changes in partner morale and performance to the store manager
- Maintain regular and punctual attendance
- Collaborate with store manager to find new, creative, and effective methods of team recognition

#### Deliver legendary customer experience:

- Anticipate customer and store needs by constantly evaluating environment and customers for cues. Communicate information to manager so that the team can respond as necessary during each shift
- Take on a “customer comes first” attitude
- Provides quality beverages, whole bean, and food products consistently by following all recipe and presentation standards and follows health, safety and sanitation guidelines

#### Operate with excellence:

- Execute store operations during scheduled shifts. Organize opening and closing duties as assigned and utilizing operational tools.
- Follow up with baristas during the shift to ensure the delivery of legendary customer service for all customers.

**Express our core values:**

- Act with integrity, honesty and knowledge that promote the culture, values and mission of Starbucks
- Maintain a calm demeanor during periods of high volume or unusual events to keep store operating well and to set a positive example
- Follows Starbucks operational policies and procedures

**This job is for YOU, if you have:**

- Minimum one (1) year of customer service experience in a retail or restaurant environment; Six (6) months of experience in a position that required constant interacting with and fulfilling the requests of customers
- Ability to direct the work of others; having at least six (6) months of experience delegating tasks to other employees and/or coordinating the tasks of two (2) or more employees
- Knowledge of the retail environment
- Able to learn quickly, have effective oral communication skills and strong interpersonal skills
- Maintain regular and consistent attendance and punctuality
- Availability to work flexible hours that may include early mornings, evenings, weekends, nights and/or holidays
- Coached others on the preparation of food and beverages to standard recipes or customized for customers, including recipe changes such as temperature, quantity of ingredients or substituted ingredients

**Some of the Perks from working at Starbucks**

- Comprehensive training (including coffee knowledge!)
- Coffee or Tea “Markout” is a 1lb bag of coffee or box of tea or K-cups each week
- Flexible work schedules (min. 24hrs week/ Can flex with school schedules)
- Tuition reimbursement
- Medical, Dental, and Vision for part-time employees
- RRSP Savings and Stock options for all Partners
- Employee discounts on food, beverages, and merchandise
- Great long term career opportunities in management

Starbucks Corporation is an Equal Opportunity employer. All applicants will receive consideration for employment without regard to race, national origin, age, sex, religion, disability, sexual orientation, marital status, veteran status, gender identity or expression, or any other basis protected by law.