



HARTNELL COLLEGE

Position: Food Services Supervisor (Coffee Shop)	Position Number:
Department/Site: Administrative Services	FLSA:
Reports to: Food Services Manager	Salary Range: 1 9

DEFINITION

Under general direction, trains, plans, organizes, oversees, coordinates, and schedules the work of staff responsible for performing duties associated with the coffee shop, performs a variety of technical tasks relative to coffee shop operations, assists the food service manager in executing coffee shop operations during scheduled shifts, and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Food Services Manager. Exercises direct and general supervision over food services staff.

CLASS CHARACTERISTICS

This is a supervisory-level classification in food services that oversees the day-to-day operations of the District Starbucks Store. Incumbents are expected to be fully proficient in the performance of the full range of coffee shop duties. Performance of the work requires the use of considerable independent judgment, initiative, and discretion within established guidelines. The incumbent duties and responsibilities include assisting the Food Services Manager in executing store operations during scheduled shifts. This class is distinguished from the Food Services Manager in that the latter has management responsibility for all food services and catering operations at all District sites.

EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)

The District reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. Administrators can be assigned to work at any district location or learning site and in some cases can be assigned to multiple locations and learning sites.

- Acts with integrity, honesty, and knowledge that promote the culture, values, and mission of Starbucks and of the District.
- Maintains a calm demeanor during periods of high volume or unusual events to keep store operating to standards and to set a positive example for the shift team. (**skill:** works well under pressure)
- Anticipates customer and store needs by constantly evaluating environment and customers for cues. (**skill:** good planner)

- Communicates information to manager so that the team can respond as necessary to create the coffee shop's "third place environment" during each shift. (**skill:** good communication skills)
- Assists with new partner training by positively reinforcing successful performance and giving respectful and encouraging coaching as needed. (**skill:** management skills)
- Creates a positive learning environment by providing clear, specific, timely and respectful coaching and feedback to partners on shift to ensure operational excellence and to improve partner performance. (**skill:** coaching skills)
- Delivers legendary customer service to all customers by acting with a customer comes first attitude and connecting with the customer. (**skill:** attention to detail)
- Develops positive relationships with shift team by understanding and addressing individual motivation, need and concerns. (**skill:** motivational skills).
- Plans, organizes, assigns, supervises, and reviews the work of assigned staff in the coffee shop; trains staff in work and safety procedures and in the operation and use of equipment and supplies.
- Executes store operations during scheduled shifts.
- Organizes opening and closing duties as assigned.
- Follows district's operational policies and procedures, including those for cash handling and safety and security, to ensure the safety of all partners during each shift (**skill:** attention to detail).
- Maintains regular and consistent attendance and punctuality. (**skill:** punctual)
- Provides quality beverages, whole bean, and food products consistently for all customers by adhering to all recipe and presentation standards. (**skill:** attention to detail)
- Follows health, safety and sanitation guidelines for all products. (**skill:** attention to detail)

REQUIRED KNOWLEDGE:

- Excellent written and verbal communication skills.
- Ability to read, write, and interpret instructional documents such as safety rules, reports, and procedure manuals.
- Ability to communicate in Spanish is preferred but not required.

Mathematical Skills:

- Basic math functions such as addition, subtraction, multiplication, and division.
- Able to use a calculator.
- Must be able to make change using American monetary units.

Reasoning Ability:

- Must be able to work independently with minimal supervision.
- Must be able to follow instructions.

Physical Demands:

- This position involves regular walking, standing, hearing, and talking.
- May occasionally involve stooping, kneeling, or crouching.
- Must be able to move and/or lift at least 30 lbs.
- Involves close vision, color vision, depth perception, and focus adjustment.

Other Skills:

- Strong leadership profile and must possess excellent customer service skills.
- Must be able to work effectively in a fast-paced environment.
- Planning and organizational skills.

Work Hours:

- Ability to work a flexible schedule based on department and store/district needs.

Working Conditions:

- This position is required to use potentially hazardous equipment, such as coffee and espresso makers.
- Work generally occurs in an indoor environment with moderate temperature and noise level.

Education and Experience:

- Completion of high school or equivalent education and
- Two years of responsible lead food service experience.

Licenses and Certifications:

- Possession of and ability to maintain a valid California Driver's License.