



**SHASTA-TEHAMA-TRINITY JOINT COMMUNITY COLLEGE DISTRICT
POSITION DESCRIPTION**

POSITION TITLE:	Lead Barista	
JOB CLASSIFICATION:	<input type="checkbox"/> Administrator - Educational	<input type="checkbox"/> Confidential
	<input type="checkbox"/> Administrator - Classified	<input checked="" type="checkbox"/> Classified
	<input type="checkbox"/> Faculty	
RANGE:	19	
HOURS PER DAY:	Up to 8	
HOURS PER WEEK:	Up to 40	
MONTHS PER YEAR:	Up to 12	
REPORTS TO:	Starbucks Food Service Manager or Designee	

DESCRIPTION OF BASIC FUNCTIONS AND RESPONSIBILITIES

This Lead Barista position contributes to the Shasta College Starbucks store success by consistently providing excellent service to all customers and assisting the Food Services Manager in executing store operations during scheduled shifts. The Lead Barista position creates and models the “Starbucks Experience” by providing all customers with prompt service, quality beverages and products, and a clean and comfortable store environment. The Lead Barista directs the work of student Baristas and models and acts in accordance with Starbucks’ guiding principles.

TYPICAL DUTIES

Examples of typical duties are descriptive and not restrictive in nature.

- Maintains a calm demeanor during periods of high customer volume and stressful events to ensure operational integrity and adherence to established standards and to set a positive example for coworkers.
- Anticipates customer and store needs by constantly evaluating the store environment, customers, and staff for cues.
- Provides routine and timely operational updates to the manager, receives and communicates direction to staff.
- Assists with new student worker training by communicating and modeling successful performance behaviors.
- Monitors and provides feedback to manager on student worker performance during assigned shift.
- Creates a positive learning environment by providing clear, specific, timely, and respectful coaching and feedback to student workers to ensure operational excellence and improved performance.

POSITION DESCRIPTION**POSITION TITLE: Lead Barista**

- Delivers excellent service to all customers by proactively evaluating customer needs, communicating and meeting or exceeding service expectations, resolving issues timely and appropriately, and establishing positive rapport with each customer.
- Develops positive relationships with coworkers and student workers through frequent positive communications and understanding and addressing individual motivation, needs, and concerns.
- Maintains a clean and organized workspace so that others can locate resources and products as needed.
- Executes store operations during scheduled shifts. Organizes opening and closing duties as assigned.
- Reads, understands, implements, and ensures ongoing compliance with Shasta College Starbucks operational policies and procedures.
- Complies with all cash management and cash register policies and procedures and ensures proper cash management practices are followed by all employees.
- Provides quality beverages, whole bean, and food products consistently for all customers by adhering to all recipe and presentation standards.
- Complies with health, safety, and sanitation policies and procedures for the store and all products.
- Recognizes and reinforces individual and team accomplishments by using existing organizational tools effectively and collaborating with manager to find new, creative, and effective methods of recognition.
- Performs other related duties similar to the above in scope and function as required.

EMPLOYMENT STANDARDS*Knowledge of:*

- District and Starbucks operational and service policies and procedures.
- Food safety and health standards, policies, and procedures.
- Effective customer service methods and techniques.
- Effective listening, verbal, and written communication skills.
- Mathematical operations necessary for accurately processing sales transactions, supply and resource monitoring and ordering, and other store operations.
- Use of basic kitchen, food, and beverage preparation machines and utensils.
- Food and product merchandising methods and techniques.
- Diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of community college students.

Ability to:

POSITION DESCRIPTION

POSITION TITLE: Lead Barista

- Act with integrity, honesty, and knowledge to promote the culture, values, and mission of Shasta College and Starbucks.
- Exercise tact, diplomacy, and good judgement in all interpersonal interactions.
- Work in a dynamic, fast-paced environment.
- Train and supervise the work outcomes of student workers.
- Organize, prioritize, and accomplish assigned work within established time frames.
- Learn from errors, determine appropriate corrective action, and prevent repeated occurrences.
- Establish and maintain cooperative and effective working relationships with others, including those from diverse academic, socioeconomic, cultural, ethnic, and ability backgrounds.
- Accurately perform routine mathematical calculations using basic addition, subtraction, multiplication, and division.
- Safely and effectively perform assigned duties.

QUALIFICATIONS

Education Required:

- High school diploma or equivalent.

Experience Required:

- At least one year of customer service experience in a retail or restaurant environment.

APPROVALS

Date Created/Revised: 4/2019

Cabinet Reviewed: 4/2019

Board Approved: 08/14/2019

The District shall provide equal employment opportunities to all applicants and employees regardless of national origin, religion, age, gender, gender identity, gender expression, race or ethnicity, color, medical condition, genetic information, ancestry, sexual orientation, marital status, physical or mental disability, pregnancy, or based on association with a person or group with any of these actual or perceived characteristics (AP 3410 – Nondiscrimination).