

Algonquin Students' Association

Position: Barista, Starbucks

Location: Algonquin College, Woodroffe Campus, Ottawa ON

Type of Posting: Full-Time, Internal/External (Employees who are full-time internal candidates, as defined by the CUPE 5154 Collective Agreement, will be given first consideration)

Students' Association Mission:

To create an environment that inspires a passion for student success.

Starbucks Mission Statement:

To inspire and nurture the human spirit – one person, one cup and one neighborhood at a time.

Desired Results of the Position:

The Students' Association of Algonquin College opened a full service Starbucks in September of 2012. The Starbucks serves students, college employees, and members of the public. The SA Starbucks staff will be expected to build relationships with members from all of the above mentioned groups in order to provide the highest level of customer satisfaction and ultimately, customer loyalty. Maintaining productive and harmonious relationships with the community is a principal job requirement to ensure the success of the business.

Nature:

Reporting to the Starbucks Manager (or their designate), the employee contributes to Starbucks success by providing legendary customer service to all customers while always modeling and acting in accordance with Starbucks and the Algonquin Students' Association guiding principles.

Scope:

Under the leadership of the Starbucks Manager, the Barista will assist the Starbucks Shift Manager in executing store operations during scheduled shifts. This job organizes the staff and store to create and maintain a positive Starbucks experience for our customers while providing prompt service, quality beverages and products, and sustaining a clean, safe and comfortable store environment.

Duties and Responsibilities:

- Delivers legendary customer service, by discovering, anticipating and responding to customer needs.
- Provides quality beverages, whole bean, and food products consistently for all by adhering to all Starbucks recipe and presentation standards.
- Maintains a calm and pleasant demeanor during periods of high volume or unusual events to keep store operating to high standards.
- Completes and assists new partner training by positively reinforcing successful performance and giving respectful and encouraging coaching as needed.
- Communicates information to Starbucks Manager and Starbucks Shift Manager so that the team can respond as necessary to create a successful store environment during each shift for both partners and customers.

- Actively contributes to a positive work environment.
- Follows all Starbucks QASA procedures and sanitation guidelines for store including all products, equipment and journal entries.
- Completes all required workplace health and safety training, including CPR / First Aid.
- Knowledge of proper maintenance, usage of store machinery equipment, and ability to support Starbucks opening/closing duties as a Store key holder.
- Support the implementation and management of the Starbucks Clean, Safe & Ready program.
- Follows Student Association & Starbucks operational policies and procedures, including those for cash handling and safety and security, to ensure the safety of all partners during each shift.
- Secures mid-day and evening cash drops.
- Performs POS procedures including; voids, discounts, knowledge of Starbucks card reader practices.
- Acts with integrity, honesty, and knowledge that promote the culture, values, and mission of Starbucks.
- Initiates, participates in and completes all “partner” on-going training and store promotions. Participates successfully in all approved Students’ Association Professional Development.
- Implements ‘FIFO’ rules for food and beverage products, assists with inventory and restocking.
- Any and all general duties required to achieve successful store operations.

Skills:

- Exceptional communication and strong interpersonal skills.
- Strong operational skills with the ability to coach and mentor team partners.
- Inspire legendary customer service by acting with a “customer comes first” attitude and connecting with all.
- Ability to understand and carry out oral and/or written instructions and request clarification when needed.
- Capacity to learn quickly and work in a team, maintain effective working relationships.
- Demonstrate the capacity and vigilance to ensure a safe working environment for all staff.
- Enthusiastic, positive, punctual and organized.

Physical Requirements:

- Constant standing/walking, occasional stooping or kneeling.
- Ability to lift or carry up to 40 lbs. Capacity to push and pull along with ascending or descending on ladders.
- Constant POS register and beverage/food equipment usage.
- Frequent, continual, intermittent flexing or rotation of the wrist(s) and spine.
- Constant reaching, turning, and performing precision work around service bar area.
- Constant receiving detailed information through oral communication.
- Constant talking, expressing or exchanging ideas by means of the spoken word.
- Occasional distinguishing, with a degree of accuracy, differences or similarities in intensity or quality of flavors and/or odors.

- Ability to handle a fast paced environment with many disruptions.
- Ability to multitask.
- Exposure to equipment noise.

Qualifications:

- Barista experience an asset.
- Post-Secondary education (minimum of a 1 year diploma) or Certifications in related fields.
- Willing to work long hours, and non-traditional shifts, while on feet for long periods of time.

Certifications:

- WHMIS, AODA & OWHS completed upon hiring.
- Food handler's certification preferred.
- First Aid / CPR Training preferred.

Compensation:

- This position is part of CUPE Local 5154 – pay Level 1 (\$18.91 - \$20.80).
- The Algonquin Students' Association offers a comprehensive benefits package to its employees.

Hours of Work:

The successful candidate will work 35 hours per week with day, evening, and weekend shifts as the operation demands.

Application Procedures:

Submit a cover letter, resume & minimum of three professional references in one PDF to:

Wayne Boucher

Manager, HR Policy and Organizational Compliance

Algonquin Students' Association

Bouchew@algonquincollege.com

www.AlgonquinSA.com

Application Deadline:

Jan 26th, 2021, at five pm.

Algonquin Students' Association values diversity and is an equal opportunity employer. We offer an inclusive work environment and encourage applications from all qualified individuals. Workplace accommodations are available.

While we thank all those who apply, only those to be interviewed will be contacted.