

California State University, Los Angeles
STARBUCKS BARISTA – STUDENT ASSISTANT
Starbucks

Job Description

POSITION: Barista – Student Assistant
UAS 1243

WORK SCHEDULE: Part-time position up to 20 hours per week, Monday – Saturday;
hours to be determined; non-exempt; position not eligible for benefits.

RATE: \$8.00 - \$10.00 per hour.

POSTING OVERVIEW:

This job contributes to Starbucks success by providing legendary customer service to all customers. This job creates the Starbucks Experience for our customers by providing customers with prompt service, quality beverages and products, and maintaining a clean and comfortable store environment. The incumbent is responsible for modeling and acting in accordance with Starbucks guiding principles.

TYPICAL ESSENTIAL FUNCTIONS:

Responsibilities and essential job functions include but are not limited to the following:

- Acts with integrity, honesty and knowledge that promote the culture, values and mission of Starbucks. Maintains a calm demeanor during periods of high volume or unusual events to keep store operating to standard and to set a positive example for the shift team.
- Anticipates customer and store needs by constantly evaluating environment and customers for cues. Communicates information to manager so that the team can respond as necessary to create the Third Place environment during each shift.
- Assists with new partner training by positively reinforcing successful performance and giving respectful and encouraging coaching as needed.
- Contributes to positive team environment by recognizing successful performance and giving respectful and encouraging coaching as needed.
- Delivers legendary customer service to all customers by acting with a customer comes first attitude and connecting with the customer. Discovers and responds to customer needs.
- Follows Starbucks operational policies and procedures, including those for cash handling and safety and security, to ensure the safety of all partners during each shift.
- Maintains a clean and organized workspace so that partners can locate resources and product as needed.
- Maintains regular and consistent attendance and punctuality.
- Provides quality beverages, whole bean, and food products consistently for all customers by adhering to all recipe and presentation standards. Follows health, safety and sanitation guidelines for all products.
- Recognizes and reinforces individual and team accomplishments by using existing organizational methods.

REQUIREMENTS:

Incumbent must have the ability to: learn quickly; understand and carry out oral and written instructions and request clarification when needed; work as part of a team; build relationships, and possess strong interpersonal skills. Fingerprinting will be taken and checked by the California Department of Justice and the FBI.

A COMPLETED STUDENT EMPLOYMENT APPLICATION IS REQUIRED ALONG WITH PROOF OF COURSE SCHEDULE to determine enrollment status.

APPLICATION:

Review of applications will continue until the position is filled; however, the position may close when an adequate number of qualified applications are received. A completed UAS employment application is required. <http://www.calstatela.edu/univ/uas/hrmformtemp.php>

You may apply to: uashr@cslanet.calstatela.edu or mail to: Cal State LA University Auxiliary Services Inc., 5151 State University Drive, GE 310, Los Angeles, CA 90032-8534.

UAS hires only those individuals lawfully authorized to work in the United States. Americans with Disabilities (ADA) requested accommodations should be made in advance to the UAS Human Resources Department. UAS is an Affirmative Action/Equal Opportunity Employer.