



Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Links Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

Corporate Headquarters:

Toll Free Phone: (866) 225-9067

Toll Free Fax: (877) 825-7564

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Job Board Posting



Careers.Indigenous.Link

Date Printed: 2024/07/18

Retail Operations Coordinator (Starbucks)

Job ID	381926-1-2850	
Web Address	https://careers.indigenous.link/viewjob?jobname=381926-1-2850	
Company	Toronto Metropolitan University	
Location	Toronto, ON	
Date Posted	From: 2024-06-10	To: 2050-01-01
Job	Type: Part-time	Category: Education

Description

About Toronto Metropolitan

At the intersection of mind and action, Toronto Metropolitan University (TMU) is on a transformative path to become Canada's leading comprehensive innovation university. Integral to this path is the placement of equity, diversity and inclusion as fundamental to our institutional culture. Our current academic plan outlines each as core values and we work to embed them in all that we do. TMU welcomes those who have demonstrated a commitment to upholding the values of equity, diversity, and inclusion and will assist us in realizing the benefits of embedding these values into the work at every level and in every unit of the university. In addition, to correct the conditions of disadvantage in employment in Canada and to bring lived experiences to the work, we encourage applications from members of equity deserving groups that have been historically disadvantaged and marginalized, including First Nations, Metis and Inuit Peoples in Canada, First Nations Peoples in the United States, racialized people, Black people, persons with disabilities, women, and 2SLGBTQ+ people. Preference will be given to candidates with lived experiences as people from equity deserving groups, as well as experience working with these communities with which the University works every day. Please note that all qualified candidates are encouraged to apply and we welcome newcomers and immigrants to Canada. In April 2022, the university announced its new name of Toronto Metropolitan University. Learn more about our next chapter. About University Business Services

University Business Services (UBS) is a division of the Office of the Vice President Operations and Administration and provides a number of different services to students, staff, faculty and guests of the University. Their mission is to provide and promote revenue generating services which support the academic mission of the University in a way that remains flexible and responsive to the changing needs of the University. UBS comprises several business units including Campus Store, Duplicating and Printing Services, Parking Services, OneCard Office, Food Services, Events and Space Reservation Services and the Urban Farm.

The Opportunity

The Retail Operations Coordinator for Starbucks ensures smooth operations for the Starbucks location. Responsibilities will include:

- Providing daily work direction to the Starbucks Baristas and ensuring a high level of customer service
- Maintaining a safe and clean work environment
- Ensuring there is adequate stock supplies
- Providing administration support for the retail food services department under the direction of the Food Services Manager.

Qualifications

To help us learn more about you, please provide a cover letter and resume outlining how you meet the following specific qualifications:

- Minimum of two (2) years' experience leading a team within a front facing customer service retail environment.

Relevant Starbucks experience is preferred.

- Minimum of 1 year related experience in a coffee house or a quick service restaurant, handling opening and closing procedures, cleaning and sanitizing, stocking and rotating stock, merchandising and setting up stations, handling customer complaints.
- Successful completion of a secondary school graduation diploma
- Strong oral communication skills to be able to understand and communicate our customer service standards to Senior Service Assistants and Service Assistants, Starbucks (Starbucks Baristas) clearly and effectively, demonstrate and explain new procedures, new promotions, products and policies to new and existing employees.
- Well-developed client service skills to ensure the provision of high-quality customer service that prioritizes hospitality.
- Demonstrated coaching skills to train and advise the Senior Service Assistants and Service Assistants, Starbucks (Starbucks Baristas) on various aspects of customer service
- Strong numerical skills to administer financial duties with the Manager, including inventory control & processes, reconciling daily sales and deposits and inputting final sales data to generate daily reports.
- Excellent interpersonal skills including tact and diplomacy to handle guest problems and complaints by investigating problems, following up with guests and determining effective resolutions.

Additional Information

Position Number(s) 20001307

Reports To Food Services Manager

Department Food Services, University Business Services

Vacancy Type Term

Employee Group OPSEU

Work Location In person

Start Date August 2024

End Date August 2025

Hours of Work 36.25 hours per week This position will have a continental work week, including rotating shifts as required with flexible work schedules depending on operational needs.

Grade 5

Salary Scale \$48,743.97 - \$58,202.83

Hiring Salary Range \$48,743.97 - \$53,263.84

TA Specialist Laurie Shemavonian

Posting Date July 17, 2024

Application Close Date August 3, 2024

Additional Notes

- An equivalent combination of education and experience may be considered.
- Applicants who do not meet all of the posted qualifications may, upon the University's sole discretion, be considered to fill a vacancy on an underfill basis.
- Candidates must have a demonstrated record of dependability/reliability and a commitment to maintain confidentiality.
- We encourage all First Nations, Metis and Inuit peoples or Indigenous peoples of North America, to self-identify in their applications.
- As part of the selection process, candidates may be required to complete an occupational assessment as a first step in the screening process before an interview is granted. Please note, the selection process may go to a 2-round interview process.
- Applications will only be accepted online through Toronto Metropolitan University's career site.
- Toronto Metropolitan University is committed to the principles of the Accessibility for Ontarians with Disabilities Act (AODA), and aims to ensure that independence, dignity, integration and equality of opportunity are embedded in all aspects of the university culture.
- We will provide an accessible experience for applicants, students, employees, and members of the Toronto Metropolitan University community. We are committed to providing an inclusive and barrier-free work environment, beginning with the recruitment process. If you have restrictions that need to be accommodated to fully participate in any phase of the recruitment process, please submit your request through the AskHR web form. All information received in relation to accommodation will be kept confidential.

For more information, visit [Toronto Metropolitan University for Retail Operations Coordinator \(Starbucks\)](#)