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:
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Keewatin, ON P0X 1C0

Retail Operations Coordinator - Starbucks

Job ID	**373248-1-7931**
Web Address	https://careers.indigenous.link/viewjob?jobname=373248-1-7931
Company	Toronto Metropolitan University
Location	Toronto, ON
Date Posted	From: 2023-05-10 To: 2050-01-01
Job	Type: Part-time Category: Education

Description

About Toronto Metropolitan
At the intersection of mind and action, Toronto Metropolitan University 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.We welcome those who have demonstrated a commitment to upholding the values of equity, diversity, and inclusion and will assist us to expand our capacity for diversity in the broadest sense. In addition, to correct the conditions of disadvantage in employment in Canada, we encourage applications from members of groups that have been historically disadvantaged and marginalized, including First Nations, Metis and Inuit peoples, Indigenous peoples of North America, racialized persons, persons with disabilities, and those who identify as women and/or 2SLGBTQ+. Please note that all qualified candidates are encouraged to apply; however, applications from Canadians and permanent residents will be given priority.In April 2022, the university announced our new name of Toronto Metropolitan University, which will be implemented in a phased approach. 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 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.

- Strong organizational skills to plan the daily workflow of the team including assigning job responsibilities to staff based on daily activities, relieving staff for breaks, assisting with opening and closing (including cleaning, stocking and securing kiosks) and evaluating performance in compliance with quality standards and policies to meet operational objectives.
- Supervisory experience to be responsible for training and development of staff to ensure efficient working operations, responding to staff concerns and suggestions, carrying out task analysis and making recommendations on training materials.
- The incumbent must be comfortable being exposed to undesirable and disagreeable conditions when working in a full-service hospitality environment, with heat, fumes, odours and noise and the potential for cuts and burns if safety procedures are not followed.

Additional Information
  Position Numbers   20001307
 Number of Positions   1
 Reports To   Manager, Food Services
 Vacancy Type   TERM

Employee Group   OPSEU
Work Location   On campus (various locations)
Start Date   Mid to late August - early September 2023
End Date   April 27, 2024
Hours of Work   36.25
Grade and Step   5
Salary Scale   Salary range: $44,392.14 - $53,006.52 Hiring range: $44,392.14 - 48,508.48.
Application Close Date   May 30, 2023
Notes:
- Applicants who do not meet all of the posted qualifications may, upon the University’s sole discretion, be considered to fill the vacancy on an underfill basis.
- Candidates must have a demonstrated record of dependability/reliability and a commitment to maintain confidentiality.
- The successful candidate must be willing and able to change work locations throughout the university campus based on operational requirements.
- As part of the selection process, candidates may be required to complete an occupational assessment.
- Applications will only be accepted online through the TMU careersite.

For more information, visit Toronto Metropolitan University for Retail Operations Coordinator - Starbucks