



STARBUCKS®

Position Description

Position Title: Assistant Store Manager

Date: May 2025

Location: Store

Reports to: Store Manager

Who we are – Starbucks NZ:

Our Mission; with every cup, with every conversation, with every community – we nurture the limitless possibilities of human connection.

From the beginning, Starbucks set out to be a different kind of company. One that not only celebrated coffee but also connection. We are a neighbourhood gathering place, a part of your daily routine. Get to know us and you will see: we are so much more than what we brew. We call our employees partners because we are all partners in shared success. We are known to develop and support partners who are guided by the passion of providing service to others. We make sure everything we do is through the lens of humanity—from our commitment to the highest-quality coffee in the world, to the way we engage with our customers and communities to do business responsibly.

Why you'll love this role:

The Assistant Store Manager plays a vital role in delivering our mission by supporting the store manager in all aspects of store operations. This role helps create a culture of operational excellence, outstanding customer service, and partner development while supporting financial and business goals. The Assistant Store Manager helps lead a team of partners to deliver consistently high standards, embody Starbucks values, and foster a welcoming store environment. This position requires strong leadership, initiative, and the ability to make decisions that support store success.

As an Assistant Store Manager, you'll be supported with training, mentorship, and opportunities to grow your leadership skills and career. You'll help shape a positive culture for both partners and customers and play an essential role in your store's ongoing success.

What you'll deliver in this role:

Operational and Financial Excellence

- Support the store manager in managing all aspects of day-to-day operations.
- Assist with driving store sales, managing labour and inventory, and controlling costs to support financial contribution.
- Ensure accurate cash handling and adherence to all operational policies and procedures.
- Monitor product quality, presentation, and stock levels to ensure customer satisfaction and reduce waste.
- Analyse business trends and partner performance to recommend improvements to the store manager.

Partner Development and Leadership

- Actively participate in the recruitment, training, and development of store partners.
- Coach and support partners in delivering the Starbucks Experience through Operations Excellence.
- Provide consistent, constructive feedback to help partners grow and succeed.
- Step into leadership responsibilities in the store manager's absence, including staffing, scheduling, and partner engagement.



Customer Experience

- Ensure all partners consistently deliver legendary customer service.
- Model a “customer comes first” attitude by engaging with customers and responding quickly to their needs.
- Address customer concerns effectively and promptly.
- Maintain a clean, organised, and welcoming store environment.

Health, Safety, and Compliance

- Support a safe and healthy work environment by adhering to health and safety standards.
- Identify and report hazards or incidents and take proactive steps to minimize risks.
- Ensure store and partner compliance with company policies and operational standards.

What you’ll bring to the role:

- 2+ years of progressive retail or food service experience, with at least 1 year in a supervisory or team leadership role.
- Strong interpersonal and communication skills.
- Proven ability to coach, motivate, and inspire others.
- Solid problem-solving and decision-making skills.
- Strong time management, prioritisation, and organisational skills.
- Ability to work in a fast-paced, ever-changing environment.
- High level of integrity, dependability, and professionalism.
- Effective oral communication skills

