



Position Title: Store Manager

Date: May 2025

Location: Store

Reports to: District 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:

Our Store Managers are at the heart of our mission, creating warm and welcoming environments for our customers and partners (employees) alike. This position is critical to the success of Starbucks, with full accountability for the efficient and profitable operation of a store. The Store Manager leads a team of partners to consistently deliver the Starbucks Experience, drive operational excellence, and develop future leaders. This role requires strong leadership, sound business acumen, and the regular exercise of independent judgment.

As a 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:

Financial Performance and Operational Excellence

- Drive store profitability through effective sales strategies, labour and inventory management, and cost control.
- Analyse store performance and create action plans to achieve or exceed financial targets.
- Ensure operational policies and procedures are executed consistently to company standards.
- Oversee cash management and ensure accuracy in register operations and banking practices.
- Communicate and implement new products, promotions, and operational initiatives.

People Leadership and Partner Development

- Build and maintain a high-performing team through effective recruitment, onboarding, and ongoing development.
- Lead by example, fostering a culture of collaboration, accountability, and respect.
- Provide consistent coaching, feedback, and formal performance reviews and development plans to support partner growth.
- Manage daily and weekly staffing plans, schedules, and time-off requests to meet business needs.
- Recognise and celebrate team and individual achievements.

Customer Experience

- Champion the delivery of exceptional customer service and high-quality beverages and food.
- Ensure all partners embody Starbucks' customer service standards and bring the mission to life in every interaction.



- Maintain a store environment that is clean, welcoming, and aligned with Starbucks brand and quality expectations.
- Respond to customer feedback and resolve concerns with care and professionalism.

Health, Safety, and Compliance

- Lead store compliance with health, safety, and food hygiene standards.
- Maintain a safe and healthy environment for customers and partners.
- Proactively identify, address, and document any hazards, near misses, or incidents.
- Promote a culture of safety awareness and accountability.

What you'll bring to the role:

- Minimum of 3 years of retail or service industry experience, with at least 2 years in a leadership or management role.
- Proven ability to lead and develop high-performing teams.
- Strong business acumen and understanding of financial principles.
- Effective communication and interpersonal skills.
- Excellent problem-solving, time management, and organisational abilities.
- Demonstrated commitment to delivering an outstanding customer and partner experience.
- Experience with staffing, scheduling, coaching, and performance management.

