



## Job Description

**Title:** Shift Leader

**Compensation Range:** \$12.75 - \$21.25 per hour

\* Starting pay is subject to Local and State Minimum Wage regulations.

\*\*Ranges reflect what employer reasonably and in good faith expects to pay for such position.

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**Position Overview:** The Shift Leader is responsible for the overall leadership and direction of the store in partnership with the General Manager or the Assistant General Manager. The Shift Leader is responsible for ensuring the team has a clear understanding of goals, expectations, products, cleanliness, new directives and guest connections during the shift.

### **DOING – What you deliver:**

- Demonstrates mastery of the DOING of Team Member with ease, enthusiasm and excellence
- Lead shifts that focus on team engagement and guest satisfaction with an unwavering commitment to Make Fun Happen
- Thinks strategically about maximizing product sales and waste management
- Demonstrates “total store vision” to take ownership of the look and feel of the store
- Knowledgeable about the deployment for the day, and the roles and responsibilities associated
- Consistently leverages effective communication on the floor during the shift
- Sees the needs of the team and guest and addresses situations before they become problematic
- Understands the multiple priorities of the shift and effectively communicates and delegates objectives and tasks
- Takes ownership not only for the current shift, but also the shift that follows
- Responsible for ensuring that the team is executing SOP and quality standards correctly and consistently
- Actively – and in the moment – coaches and gives feedback to Team Members to ensure they are bringing their best DOING and BEING to their role
- Trains team on role responsibilities, product knowledge and promotional items
- Performs administrative tasks with integrity and to completion, including, but not limited to bank deposits, inventory, store product orders and others as assigned.
- Actively develops Team Members and is in conversations about career and professional growth.

### **BEING – How you show up:**

- Brings the Core Values to life in all that you do: Support One Another, Make Fun Happen, Be Yourself, Take Ownership, Serve With Love
- Takes ownership for their impact on other people and actively manages how they show up
- Demonstrates confidence and owns the decision-making responsibility of being the Manager on Duty
- Is resilient under pressure and brings a being of calm in critical moments
- Brings joyfulness to leading the team, serving guests and being a community member
- Seeks to be of service and create success for others

- Brings enthusiasm and curiosity to the responsibility of being a subject matter expert and helping others grow
- Demonstrates the humility and curiosity needed to be a leader of a diverse group of people and shows an eagerness to grow and learn
- Gives powerful feedback and always looking to make the biggest difference by coaching the team from commitment, not compliance
- Takes ownership for, and is eager to, make a positive impact on others
- Seeks to create an inclusive and inspiring culture on every shift with every team member
- Takes full ownership of their own development and actively seeks feedback and growth opportunities

**Qualifications:**

Required:

- At least 1 year of leadership, restaurant, retail or customer service experience required, or properly trained and approved by Caribou Coffee to take responsibility as a Shift Leader.
- Ability to work at least one of the following: early mornings, evenings, some holidays and/or weekends.
- Must be at least 18 years of age.

Preferred:

- High school diploma or GED equivalent.
- A valid driver’s license and reliable transportation

**Physical Requirements:**

The physical requirements for this position are hearing, speaking, seeing, bending, reaching, lifting up to 50 pounds, and being able to stand for 4 to 8 hours, or the ability to accomplish the physical requirements with or without reasonable accommodations.

**The duties of this position may change from time to time. Caribou reserves the right to add or delete duties and responsibilities at the discretion of Caribou or its managers. This job description is intended to describe the general level of work being performed. It is not intended to be all-inclusive.**

*Caribou Coffee Operating Company, Inc. and its affiliates are proud to be Equal Opportunity Employers to all applicants for employment and prohibit discrimination and harassment of any type based on any characteristic protected by federal, state or local laws. We are committed to equal employment opportunity regardless of race, color, ancestry, religion, sex, national origin, sexual orientation, age, citizenship, marital status, disability, gender identity or Veteran status. If you have a disability or special need that requires accommodation, please let us know.*

