

Job Title: global store qa manager
Company: Starbucks Coffee Company
Location: Seattle, WA
Job Number:

Job Summary and Mission

This job contributes to Starbucks Coffee Company success by managing the implementation and execution of Quality Assurance and Regulatory Compliance programs to ensure the availability of safe, wholesome, premium quality finished products for our customers. Models and acts in accordance with Starbucks guiding principles.

Summary of Key Responsibilities

Responsibilities and essential job functions include but are not limited to the following:

- Conducts food safety and sanitation review of new or changing products, equipment, fixtures, store designs or operating procedures that impact our stores. Influences cross-functional teams as the Product Safety, Regulatory and Quality System expert to ensure products or operating practices meet Quality, Product Safety and Regulatory standards.
- Collaborates with engineering to develop test protocols and procedures for evaluation and validation of quality parameters as it relates to equipment development and operations processes.
- Analyzes quality metrics, audit data, customer feedback, regulator and workgroup input. Highlights trends and potential opportunities, provides continuous improvement recommendations to department leadership.
- Leads investigation and resolution of concerns from regulators, retail stores, field QA partners or internal and external customers.
- Leads the development and implementation of QA continuous improvement initiatives. Leads cross functional teams to drive improvements to systems, standards, processes, and/or procedures through the business.
- Develops and delivers effective communications to provide partners at all levels with appropriate awareness and knowledge of quality assurance standards, requirement, program updates and process changes.
- Leads project teams to develop and implement new QA programs or continuous improvement initiatives. Collaborates and influences cross functionally and globally to create alignment of QA programs across the company.
- Leads quality or regulatory incident resolution activities for the products and operating practices. Determines and recommends appropriate mitigation activities to QA leadership team.
- Manages the development, implements and tracks effectiveness of QA programs including standards, procedures, tools and measures to assure that quality, product safety and regulatory requirements are met for store operations.
- Manages updates of company operating procedures, training programs, resource manuals, standards manuals and operational tools that are related to food safety, sanitation and regulatory compliance. Assures accuracy is preserved through key stakeholder reviews and operations communication process.
- Manages the process used to develop and update the procedures and processes that is used to assure the timely availability and appropriateness of information.

- Represents QA on internal teams in order to respond to complicated consumer, media, and other external organization inquiries about products and operating practices.
- Understands and utilizes appropriate regulations and industry standards to meet requirements and protocols necessary to secure regulatory approval for products and operating procedures in all markets.
- Stays up to date and builds expertise in product regulations, product safety best practices, public health regulations and industry best practices. Leverages knowledge to train more junior professionals in regulatory standards, QA processes and their role in Starbucks business.

Summary of Experience

Science degree in Environmental Public Health/Food Science/Technology/Chemistry/ Microbiology, or closely related background is preferred.

Developing and implementing food safety programs and standards and experience with quality auditing	7 years
Senior or supervisory role in regulatory/enforcement agency Food Program	5 years
Training and administering the Certified Professional Food Manager (CPFM)	5 years
Assessing safety & regulatory compliance of food, store environment and food equipment	5 years
Gathers, interprets and reports on quality metrics or performance indicators	5 years
Reviewing Foodservice Establishment Plans (i.e. Plan Review)	3 years
Registered Environmental Health Specialist (REHS/RS) credential or Certified Professional - Food Safety (CP-FS) AND experience in a retail quality assurance or food safety program in lieu of regulatory experience	3 years
Project management experience	3 years
Retail Foodservice Operational Experience	1 year

Required Knowledge, Skills and Abilities

Ability to work as part of a team
 Ability to communicate clearly and concisely, both orally and in writing
 Ability to make progress in spite of setbacks or lack of clarity
 Ability to manage and resolve conflicts
 Ability to assimilate new information quickly and react positively to new and challenging opportunities
 Ability to create and format templates, technical documents and manuals using PC based software
 Ability to maintain attention to detail
 Ability to apply sound technical principles and practices to problem solving
 Ability to organize data, analyze information, draw conclusions and make recommendations
 Knowledge of 2005/2009 FDA Food Code
 Knowledge of water and sewer regulations
 Knowledge of Good Retail Practices (GRP) and HACCP principles
 Knowledge of ANSI/NSF Standards and methodologies for the sanitary design of food equipment
 Familiarity with sanitary design and construction principles of food facilities
 Knowledge of food microbiology
 Familiarity with integrated pest management

Interested applicants can send their resumes to Kelly White at kewhite@starbucks.com and/or apply online at www.starbucks.com/careers.