



ASSISTANT TASTING ROOM MANAGER

Job Description

Tasting Room Assistant Manager reports directly to the Tasting Room Manager, and is responsible for supervising all day to day operations in the tasting room. This includes building brand awareness and exceeding guest expectations by working with and through the staff and other departments to enhance sales, customer service and visitor experience.

The Tasting Room Assistant Manager is also responsible for supporting the achievement of revenue and Wine Club growth goals, while supervising staff and working to maintain operating expense goals.

The following reflects management's definition of the essential functions and requirements for this position, but does not limit the duties or responsibilities that may be assigned.

Responsibilities

- Greet visitors and assist staff in pouring wines for tasting.
- In absence of the Tasting Room Manager; supervise tasting room staff to maintain a successful tasting room setting by educating and assisting tasting room staff in day to day operations and quality of performance.
- Create a positive and respectful work environment for the tasting room staff, by leading through example with Parley Lake Winery's goals and values.
- Support and provide guidance for required training of staff to ensure retail transaction accuracy and adherence to all policies, processes and governmental regulations.
- Educate staff to a level of proficiency on the Parley Lake Winery products being poured and the overall company history.
- Foster promotion, and accuracy, of Wine Club enrollments with tasting room staff.
- Support and monitor stock of operational supplies, retail merchandise and promotional materials.
- Support and manage maintenance of the appearance and cleanliness of the barn and surrounding grounds.
- Manage daily open and close processes.
- Provide support and assistance to Events Manager on scheduled events.
- In absence of the Tasting Room Manager, conduct daily wine inventory reconciliations and complete all end of day reporting for Finance.

Required Skills and Competencies

- Team player and Jack-of-all-Trades who displays "can-do" leadership attitude.

- Able to work weekends, some evenings and some holidays at both on and off-site functions.
- Strong analytical math skills and proficiency with MS Office Suite applications. Ability to master POS system and other technologies as required.
- Detail oriented with excellent organizational skills. Ability to manage projects with minimal supervision.
- Maintain a clean and clutter free work environment.
- Outstanding customer service skills.
- Strong written and verbal communication skills.
- Highly motivated, independent and able to adapt to various situations.
- Relaxed, friendly demeanor, combined with a professional appearance and attitude.
- Passion, Integrity and Energy!

Working Conditions and Qualifications

- Minimum of high school or equivalent degree.
- Must be at least 21 years of age.
- Knowledge of wines and wine production helpful.
- Work environment is not temperature controlled, and does involve some outdoor activities.
- Moderate to heavy physical work; moving wine cases and retail supplies, setting up for special events, etc. Ability to lift 40 lbs. and stand for long periods of time.