

Stonefield Cellars Winery
8220 NC 68 North
Stokesdale, NC 27357

Tasting Room & Wine Club Associate

We are seeking an individual that is genuine, responsible, upbeat and highly motivated with great people skills and a desire to share wine knowledge, build relationships, and successfully sell wine and wine club memberships while giving our visitors a great and memorable experience.

Position Summary:

This individual is responsible for supporting and working closely with the management team to promote and fulfill the company's mission statement and core values. Specifically, he/she will focus on the execution of Tasting Room logistics while both displaying excellent hospitality and creating a clean, positive, and energetic environment for Stonefield Cellars Winery guests. Additionally, this individual is essential in assisting the Management Team in promoting and maintaining a successful Wine Club.

Duties and Responsibilities:

The Tasting Room & Wine Club Associate is specifically responsible for

- Enthusiastically promoting and fulfilling the company's mission statement and core values
- Applying the principles of trust, honesty, respect, integrity, and commitment in daily work.
- Displaying professionalism through one's language, appearance, and behavior
- Communicate effectively with the Management Team through one-on-one and team meetings, phone, and email correspondence to assure tasks or directives are implemented in a timely, thorough, and correct manner.
- Working flexible schedules in accordance with company needs.
- Efficiently performing in a fast pace environment through multi-tasking.
- Providing superior customer service as a face and voice of Stonefield Cellars Winery via in-person interactions, email and phone correspondence, and social media.
- Assisting in the execution of Wine Club Selection pickups.
- Assisting with the execution of all Wine Club events throughout the year.
- Ensuring all Wine Club member requests are met promptly and courteously.
- Assisting in the data entry of new Wine Club members and winery Guest List emails with close attention to detail and accuracy.
- Assisting in the timely & accurate execution of Wine Club and web order shipments; order reviewing, processing, billing and shipping of all online & club orders.
- Managing current inventory accounting & stock.
- Interacting with merchants to reorder & restock Tasting Room Wine, Beer, and Snacks Inventory.

- Assisting Management Team with the execution of Tasting Room and Private Party Rentals.
- Working together with management team to develop new events; book corporate and private parties; and promote the winery as an event space verbally, and through broad advertising media.
- Working the Tasting Room floor and behind the Tasting Bar – Greet customers, pour our wines, discuss our wines in a positive, knowledgeable way, explain our history, and promote the sale of our wines and non-wine items. Must be able to accurately handle our Point of Sales equipment as well as accurately handle cash, credit cards, discounts, gift certificates, and other promotional/discount collateral (e.g., tasting coupons).
- Assisting in maintaining cleanliness, and organization of Tasting Room and related facilities, e.g., bathrooms, production room, patio, winery house kitchen and other rooms as required, including but not limited to dish washing, sweeping, vacuuming, mopping, toilet cleaning, trash hauling, wall, mirror, and window cleaning, table cleaning (both inside and outside of building), and linen washing.
- Properly resolving customer and employee concerns/complaints/issues in accordance with company policies.
- Participating in winery events off premise when needed.

Job Requirements – A qualified applicant is expected to meet the following criteria:

- Over the age of 21
- Prior experience in the customer service/hospitality industry and sales OR has taken classes / is currently enrolled in a service/hospitality education track.
- A passion for and knowledge of wine, wine production, and hospitality
- Highly organized with an attention to detail
- Proven ability to efficiently multitask and prioritize in a fast-paced, dynamic environment
- Strong proficiency in Microsoft Word and Excel
- Exceptional written and oral communication skills
- A current driver's license and the ability to commute to work.
- Able to lift and move 50 lbs
- Ability to stand for extended periods of time
- Ability to work weekends, evenings, and many holidays
- Proficiency in data entry, inventory management, and cash register/POS operations
- Comfortable using social media outlets (e.g., Facebook, Twitter, Instagram, etc.)
- Willingness to work extended hours during busy season as needed

Job Type: Casual Part-time to Part-time; mostly weekend and some holiday hours. The winery is open to the public 12-6pm Thursday, Friday, Saturday, and 1-6pm Sunday.

Application: To apply, all qualified and interested candidates should submit via email a cover letter, current resume, and preferably two references to sswurz@stonefieldcellars.com and nwurz@stonefieldcellars.com