

## **Stonefield Cellars Winery - Tasting Room Associate**

### **Position Summary:**

The ability to work a flexible schedule shared amongst staff members ranging between 14-28 hrs (between 2-4 days per week) during the core hours and days as follows: 11:30am-6:30pm Thursday, Friday, Saturday, and 12:30-6:30pm on Sunday. Additional hours are required to support special events (e.g., Friday concerts June-Sept., after-hours facility rentals, etc.). These extra hours are scheduled fairly amongst other staff members. Please do not apply if you are unable to meet these flexible hour requirements.

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

Stonefield Cellars Winery is known for high quality wine, excellent customer service, a beautiful but unpretentious indoor and outdoor environment, and managing/hosting events that create or support connections and community. Being a small business that serves the public, we require flexible, adaptable staff with clear communication skills, a heart for service, an open mind, and ability to work with grace under pressure. A positive and team attitude is critical to the success of Stonefield Cellars and a healthy work environment.

### **Position Summary:**

This individual is responsible for supporting and working closely with the management team and other staff members to promote and fulfill the company's mission statement and core values. Specifically, they will focus on the execution of Tasting Room logistics while delivering excellent hospitality and creating a clean, fun, 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:**

- 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 and process cash, credit cards, discounts, gift certificates, and other promotional/discount collateral (e.g., tasting coupons). This individual is often the first person guests interact with as the initial 'face' of the winery, and a well-groomed, clean appearance and smiling, warm personality is required.

- Communicate effectively with the Management Team and other staff members 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.
- Providing superior customer service as a face and voice of Stonefield Cellars Winery via in-person interactions, email and phone correspondence, and social media.
- Inventorying and Restocking Tasting Room Wine, Beer, and Snacks.
- Assisting Management Team with the execution of Tasting Room and Private Party Rentals.
- Responsible for maintaining cleanliness, and organization of Tasting Room and related facilities.
- Properly resolving customer and employee concerns/complaints/issues in accordance with company policies.
- Assisting in the execution of Wine Club Selection pickups, Wine Club events throughout the year, and ensuring all Wine Club member requests are met promptly and courteously.
- Assisting in the new customer and Wine Club Member data entry with close attention to detail and accuracy.
- Assisting with Wine Shipment Orders.
- Providing occasional support to Operations and Management Team. This includes but is not limited to essential opening and closing procedures beyond just the Tasting Room area.

Pay/Benefits:

- \$15/hour base rate, Plus tips (for average pay of \$24/hr)
- Employee discount
- Flexible schedule
- On-site Training and Education Classes

Required:

- A well-groomed, clean appearance and smiling, warm personality is a must for a person in this position.
- Must be aged 21 years or older
- Ability to work weekends, evenings, and an occasional holiday

- Willingness to work extended hours during busy season as needed
- Able to lift and move 50 lbs
- Ability to stand for extended periods of time

Preferred:

- Prior experience in the customer service/hospitality industry and sales OR has a bachelors degree OR has taken classes / is currently enrolled in a service/hospitality education track.
- Interest in wine, wine and food pairing, and wine production
- Highly organized with an attention to detail
- Ability to efficiently multitask and prioritize in a fast-paced, dynamic environment
- Proficiency in Microsoft Word and Excel
- Exceptional written and oral communication skills
- Proficiency in data entry, inventory management, and cash register/POS operations
- Comfortable using social media outlets (e.g., Facebook, Twitter, Instagram, etc.)

Application: To apply, all qualified and interested candidates should submit their **resume with a cover letter** and preferably two references. **\*Note: Your cover letter is what makes you stand out and what helps us choose who to interview when sifting through all the resumes we get.**