

We are currently hiring for the full-time position of Tasting Room Manager who will report to the Director of Sales & Marketing. The ideal candidate will have experience managing a team focused on offering memorable customer service experiences and have a proven track record of achieving sales and financial goals.

Please find job description and qualifications below.

Responsible for all aspects of the sales and tasting room management, including but not limited to:

- Providing an exemplary tasting room guest experience including hosting wine tastings, sharing knowledge regarding our story, philosophy, wines and vineyards
- Motivating and managing both full and part time staff, their duties, productiveness and scheduling
- Build and manage the tasting room team and provide leadership and coaching throughout the year
- Achieving set sales and financial goals
- Build and maintain positive relationships with community partners to drive traffic to the tasting room
- Responsible for all relevant ordering, inventory control related to the retail/tasting room.
- Work closely with key staff on event planning/execution, wine club and on-line sales initiatives
- Maintain a high standard of cleanliness and presentation of the tasting room and its team
- Respond to email correspondence, sponsorship requests, and any other general inquiries
- Handling customer complaints professionally and proactively
- Represent winery at off-site events, tastings and venues as required
- Comply with all health and safety regulations
- Achieving set sales and financial goals
- Build and maintain positive relationships with community partners to drive traffic to the tasting room

Application qualifications include:

- Professional, warm and welcoming personal presentation
- Two or more years prior management experience with a proven ability to be an effective, innovative and enthusiastic leader.
- Dynamic, outgoing and motivated with the capabilities to multi-task in a fast-paced environment.
- Strong organization skills, project and time management skills and attention to detail
- Proficient in Microsoft office software with concise verbal and written communication skills
- Experience working within the wine industry, WSET Level 2 considered an asset
- Experience working with Wine Direct (previously VIN65)
- Basic Food Safety, Serve Right certification required
- First Aid considered an asset
- Must be available to work evenings, weekends, and holidays as required
- Able to stand for long periods, and lifting up to 40lbs

Job Type: Full-time - Salary

Experience:

- Management: 2 year (Preferred)
- Wine Industry

If you believe you are the right person for this position please send a resume and cover letter to
Katherine@nobleridge.com