

JOB TITLE: Hospitality and Wine Club Manager
COMPANY: Painted Rock Estate Winery
LOCATION: Penticton, BC
CONTACT: Lauren Skinner / laurenskinner@paintedrock.ca



HOSPITALITY AND WINE CLUB MANAGER

We are looking for an enthusiastic Hospitality and Wine Club Manager to join our team. This role at Painted Rock Estate Winery is a multi-faceted one which includes involvement in day-to-day operations of the wine shop and wine club execution and maintenance. A passionate individual with a love of wine, high attention to detail and strong communication and organization skills is the perfect candidate for this role. You will be a pivotal member of our team, representing Painted Rock on a daily basis.

Responsibilities

- Provide leadership and create a positive work environment for all seasonal wine shop employees with a focus on customer service excellence
- Co-ordinate and conduct VIP, Wine Club Member and Group tours when necessary
- Hire, train, schedule and supervise the management team of tasting room staff
- Manage sales incentive programs for staff to increase sales and wine club sign ups
- Ensure overall tasting room cleanliness and maintenance of the facility
- Manage and maintain POS including creating products and controlling online inventories.
- Answering or coordinating responses to all emails in a timely manner
- Coordination of building and property maintenance
- Represent Painted Rock at off-site events as needed
- Coordinating the seamless transition from tasting room to the cellar tasting room on event days
- Manage and track inventory of all wine and non-food items
- Responsible for ensuring all private customer orders are packaged and shipped
- Key contact for Wine Club Members
- Strategic planning and execution of once yearly wine club shipment and related events
- Assistance with sales to key Okanagan accounts

Desired skills

- 2-3 years management experience preferred
- Strong organizational skills with high attention to detail and able to work well under stress
- Friendly, outgoing personality
- Excellent customer service skills
- Strong verbal and written communication skills
- Experience as a supervisor or team leader
- Availability to work weekends as needed
- Ability to work independently and in a small team
- Ability to multi-task and manage a broad range of activities
- Strong computer skills including word, excel & outlook
- Strong knowledge of and passion for wine – formal training is an asset
- Experience with Wine Direct point-of-sale is an asset
- Serving It Right and Food

Please note, only qualified candidates will be contacted for interviews.