



**PAINTED ROCK**  
ESTATE WINERY

**Job Title** Hospitality Manager  
**Company** Painted Rock Estate Winery  
**Location** Penticton, BC  
**Contact** Lauren Skinner | laurenskinner@paintedrock.ca  
**Start Date** Flexible, with a preference for end of January or early February

## Hospitality Manager:

We are looking for an experienced manager to oversee all elements of hospitality at Painted Rock Estate Winery. We are a family business focused on producing ultra premium wines from our single estate vineyard in Penticton, BC.

We are looking for the right person to join our Painted Rock family as our Hospitality Manager. We need a take charge professional with the ability to manage our team of Wine Shop Associates and coordinate with our Wine Club Manager to ensure every customer is treated to the highest level of service. We need someone with excellent communication skills who can anticipate project needs, discern work priorities, delegate, and meet deadlines without supervision. The Hospitality Manager must be able to work weekends and occasional evenings during the summer season. The perfect candidate would have a love for wine, provide outstanding customer service, be an enthusiastic professional, and enjoy building relationships with customers. At Painted Rock, being able to say “yes, we will make that happen!” is something we thrive on. We want to exceed customers expectations not only with our wines, but with our customer service. If you are creative, hardworking, and ready to make our customers feel as special to us as they are, you are the right person for this role.

## Duties:

The duties of this role will shift between the seasons as our Tasting Room is open for approximately 6 months of the year.

- Provide leadership and create a positive work environment for all seasonal wine shop associates 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
- Ensure overall tasting room cleanliness and coordinate maintenance of the facility
- Manage and maintain WineDirect POS including creating products and controlling online inventories
- Answering or coordinating responses to all emails and phone calls in a timely manner
- Represent Painted Rock at occasional off-site events as needed
- Coordinate picnics and/or charcuterie with our local providers
- Manage, track and reconcile inventory of all wine, food & non-food items within the Wine Shop
- Responsible for ensuring all private customer orders are packaged and shipped promptly
- Strategic planning and execution of select onsite events in coordination with Wine Club Manager and Director of Sales & Marketing

## Qualifications and desired skills:

- Tasting room or relevant winery management experience required
- 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



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- Ability to work independently and in a small team
- Ability to multi-task and manage a broad range to activities
- Strong computer skills including word, excel & outlook
- Strong knowledge of and passion for wine – formal training is an asset
- Ability to be somewhat flexible in their schedule as the seasons change
- Experience with WineDirect point-of-sale is an asset
- Experience with Tock reservations is an asset
- Serving It Right and Food Safe certificate
- Ability to lift 40 lbs

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