

Assistant Tasting Room Manager - Glenora Wine Cellars

5435 State Route 14, Dundee, NY 14837

800-243-5513 - www.glenora.com

The primary function of this position is to assist in the day to day operations of the tasting room at Glenora Wine Cellars. The ideal candidate will be detail oriented, a multi tasker, team player and will possess excellent customer service and wine sales skills. The candidate's regular working hours will include weekends, holidays and different shifts when the winery's hours are extended during summer months.

Assistant Retail Manager Responsibilities

- Create a positive and respectful work environment for the tasting room staff by leading through example.
- Support management in staff training and ensuring adherence to all company policies.
- Assist management in reaching sales goals and developing new programs for enhancing the customer experience.
- Assist management in the purchasing of merchandise, food, and clothing.
- Work with management in preparing and conducting all retail events, including those with the Seneca Lake Wine Trail.
- In the absence of the Retail Manager, is responsible for the team, quality of performance and ensures that all policies and retail procedures are maintained and adhered to.

General Responsibilities

- Responsible for performing opening and closing procedures during your respective shift, register operation, point of sale and loyalty program management.
- Responsible for executing shipping procedures, taking phone orders and processing internet shipping.
- Responsible for monthly wine inventory, and yearly merchandise and clothing inventory.
- Regularly perform all duties of the tasting room with the retail staff which includes conducting tastings and tours, greeting visitors, answering the phones, maintaining cleanliness of the retail shop and the professional appearance of wine and merchandise displays.

Skills/Qualifications

- Associates Degree preferred.
- Two to three years winery/customer service experience.
- Good written and oral communication skills, computer literacy and competency in cash register procedures.
- Other critical skills include planning & organizing; problem identification/resolution, follow-through skills to bring tasks to closure in a timely manner, priority setting, and having a sense of urgency in accomplishing tasks in a timely manner.
- Proficiency in Microsoft Office Programs.
- Experience in Microsoft Retail Management Systems Point of Sale a plus.
- Ability to lift 50 lbs. for a short period time.

Full Time Position: Between 36 and 40 hours per week.

Compensation: Commensurate with experience, full benefits.

Glenora Wine Cellars is open daily, offering wine tastings and guided cellar tours. If you would like to be a part of Glenora's Retail Shop Team, please email your resume to rsullivan@glenora.com or submit an application in person at the winery, 5435 State Route. 14, Dundee, NY 14837.