

Job Description:

Leo Steen Wines is looking for a fun, outgoing person to represent our small production winery. If you love wine and enjoy meeting new people in a fun atmosphere you are in the right place. Our small family owned brand has been creating lesser known wine varieties in Healdsburg since 2004 and are proud to be recognized around the world. If you're enthusiastic and like the less corporate environment come pour some delicious wines for us.

This job supports: Customer Service and Hospitality, Direct-to-Consumer sales including Tasting Room, Wine Club, eCommerce and phone sales.

Job Purpose:

To create memorable experiences for our guests through excellent customer service and hospitality and the ability to speak knowledgeably about Leo Steen wines and the wine industry in general. An equally important purpose is to generate revenue by selling wine to customers, converting guests to Club members, and collecting consumer contact information to enable follow-up and future sales.

Working Conditions & Environment:

This position requires working weekends, some weekdays, some evenings and some holidays.

The typical shift will be 11:30am - 7pm Fridays & Saturdays, 11am - 5pm Sundays.

Essential Functions:

The person in this role will provide excellent customer service in all DTC channels; Tasting Room, Events, Wine Club, eCommerce, and Phone sales.

In addition, this position will perform the following duties, which include but are not limited to:

Opening and closing of Tasting Room at the beginning and end of each day.

Tasting Room hospitality and sales of wine, wine club memberships and event promotion.

Washing and polishing glasses.

Answering phones, making and modifying guest reservations.
Setting up, maintaining and tearing down guest areas which can include wiping and cleaning furniture, moving furniture or propane tanks to accommodate groups.
Knowing inventory needs and restocking supplies such as glasses, menus, brochures and more.
Assist with wine shipping and inventory tasks.
Keeping the tasting room clean. Wiping down and cleaning guest tables and vacuuming as needed.
Other duties as assigned. Please note that this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time and without notice.

Required Qualifications:

Obtain alcohol beverage training license via our tasting room.
Must be able to lift up to 50 lbs.
Must have a clean professional appearance and excel in intercommunications and interactions.
Must possess dynamic communication skills & regularly display a positive attitude.
Must be able to start a project and carry through to successful implementation without close supervision.
Must maintain a tidy work environment and assist in daily cleaning duties.
Must attend weekly training times with Hospitality and Staff Manager.
Must learn how to operate the Commerce 7 and Square Point of Sale programs.
Basic math skills - addition, subtraction, multiplication and division expected.

Preferred Qualifications:

Candidates must be 21 years of age or older.
Exemplary customer service and presentation skills with the ability to relay knowledge of Leo Steen wines and the winemaking process.
Desire to learn aspects of the wine industry from a historic vineyard growing a new business; from owning a winery to sales, marketing, distribution, management.
Passionate about wine.

Physical Requirements:

Lifting and carrying 50 lbs - Occasionally

Keyboard/Ten Key - Frequently

Sit - Rarely

Walk, Normal Surfaces - Frequently

Walk, Uneven Surfaces - Occasionally

Walk, Slippery Surfaces - Rarely

Stand - Constantly

Bend - Frequently

Climb and descend internal and external stairs - Frequently

Additional Information:**Type of Work:**

Part Time - Friday - Sunday. Additional hours available

Job Category:

DTC, Tasting Room and Retail

Job Level:

Associate

Compensation:

\$20.00 – \$35.00 Tips, Sales Bonus, Club Bonus, Wine

Contact Information:

Leo Steen Wines

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