

QUIVIRA
DRY CREEK VALLEY
Estate Vineyards & Winery

JOB DESCRIPTIONS

<u>Job Title:</u>	Tasting Room Sales Associate
<u>Department:</u>	Direct Sales/Hospitality
<u>Reports To:</u>	Tasting Room Manager, Wine Club Manager
<u>Classification:</u>	Non-Exempt
<u>Scope:</u>	Responsible for promoting Quivira's brand and philosophies through the Tasting Room via wine sales, tastings, tours and events. Sales Associates are responsible for providing all guests outstanding customer service and a memorable tasting experience. Further tasks include educating visitors on our farming philosophies and wines, assisting with the daily operations of the tasting room, and other sales activities.

Key Responsibilities:

- Welcome ALL guests to Quivira in a friendly and timely manner
- Provide ALL guests with an educational, fun and memorable experience
- Work behind the tasting room bar: pour wines, talk with guests, answer questions about farming philosophies, be able to give recommendations, give tours, provide private tastings, work with AMS registers, stock wine supplies (must be able to lift 50 pounds), maintain the appearance of the tasting room, patio and other visitor areas, maintain inventory, other tasks may also be required
- Sell the brand, wines, and wine club in a gracious manner
- Conducts and host off-site functions as needed: may include off-site tastings, large association events, dinners, etc
- Continue to develop your knowledge of Quivira & La Follette wines, philosophies, and goals
- Continue to develop your knowledge of other local wineries, hotels, and restaurants, so as to be an excellent concierge to guests
- Performs other duties as assigned by manager; other related activities as required

Position Specifics

- Preferred tasting room experience
- Outstanding ability in customer service and working with the public required
- Proven ability to effectively communicate with diverse client group
- Knowledge of wines, winemaking and farming preferred
- Commitment to excellence and high standards in all areas
- Strong organizational, problem-solving, and analytical skills
- Ability to act independently to solve problems as they occur
- Flexibility and ability to manage constantly changing priorities with enthusiasm
- Proficient with POS systems- AMS preferred
- Must be able to work a varied and flexible schedule including weekends, holidays, and occasional evenings
- Ability to work harmoniously with co-workers and perform duties and responsibilities in a manner consistent with company guidelines and policies
- Must be proficient in understanding and executing instructions

- Must be at least 21 years old
- Fluent in English

Physical Requirements:

- Ability to lift and carry up to 40 pounds on an intermittent basis
- Ability to carry wine cases to a customer's vehicle as necessary
- Ability to work in a standing position for long periods of time
- Ability to give estate tours: walking time is approximately 1 hour
- Ability to effectively stock wine and non-wine merchandise, set-up and break down structures, tables, etc., and be able to utilize dolly cart and other equipment to assist in moving heavy objects

Apply to: careers@winecreekcellars.com