

Job Title: Tasting Room Manager

Location: Merritt Estate Winery Forestville, NY

Terms: Full Time

Salary: Hourly (Rate to be discussed based on qualifications)

Job Summary:

We are looking for an experienced individual to assist our small family-owned business in managing our tasting room. The tasting room manager is responsible for leading the daily activities of the tasting room, ensuring the highest customer service standards, and achieving revenue goals. Must be a team player with a positive attitude and personal demeanor. Our ideal candidate is a well-organized, self-motivated individual who has a willingness to learn.

Job Responsibilities:

- Oversee the day-to-day tasting room operations including tastings, visitor relations, wine club, & internet sales
- Track performance metrics and revenue to meet monthly sales goals
- Ensure the cleanliness and overall appearance of the tasting room is exceptional, including regular cleaning and maintenance of equipment and facilities
- Manage & develop the tasting room staff including training, and scheduling
- Collaborate with our marketing & graphics team on monthly promotions
- Manage & maintain our wine club "The Copper Club"
- Manage inventory of wine, retail merchandise, and tasting room supplies
- Complete daily opening and closing tasks
- Maintain a clean, stocked, and well-organized tasting room
- Clean and maintain restrooms
- Cleaning duties include but are not limited to mopping, sweeping, wiping down seating areas, dusting, dishwashing, etc.
- Maintain a clean outdoor patio (once weather allows)
- Ability to lift 40+ pounds and work in a standing position for long periods of time
- Staff special events as needed
- Additional duties assigned by management

Job Skills & Qualifications:

- Management experience in hospitality or retail
- Basic POS knowledge
- Customer satisfaction oriented
- Excellent communication skills

Required

- 1 Year of direct customer service experience
- 1 year of retail management experience
- Reliable transportation
- Flexible schedule (weekend & some holiday availability is a must)