

Opolo

Job Title: Assistant Tasting Room Manager

Summary: The Assistant Tasting Room Manager is responsible for supporting the business objectives of the Tasting Room in conjunction with the Tasting Room Manager. This position will assist in providing a professional operation that ensures exceptional service to customers and reflects superior leadership while supervising and mentoring the sales staff. Successful candidates will possess high energy, enthusiasm, is very organized and has a solid business sense to drive a successful business. Supervisors must be able to lead by example and perform all essential job functions of the team, both front of the house and back of the house. As a hospitality and guest-focused role, this position works evenings, weekends and holidays.

To be successful in the role, the best-fit candidate must have the following skills and leadership attributes:

Essential Functions:

- Supervise and perform hospitality functions, including greeting visitors, providing tastings and wine education, conducting consumer and VIP tours, and supporting staff with customer service.
- Manage day to day floor operations to ensure staff delivers extraordinary customer service while executing any/all required operational tasks.
- Assists in development and execution of opening and closing procedures, point of sales system, safety, housekeeping and customer service procedures.
- Maintains open communication regarding policies, goals, procedures and special event information. Shares responsibility for achieving annual tasting room sales and revenue goals
- Assists in hiring, training, supervising, scheduling, motivating, and managing performance of tasting room staff. Assists in writing and delivering annual performance evaluations for Tasting Room Staff.
- Assists with Wine and Non-wine Inventory management.
- Coordinates staff schedule to ensure adequate staffing and operational efficiencies.
- Maintains a consistent level of professionalism in all communication.
- Works closely with the Tasting Room Manager to create new guest service programs & offerings as well as staff training & team-building programs
- Perform other duties as assigned

Working Conditions:

- Regular working schedule to include all weekends and holidays
- Long and irregular hours during peak seasons and/or special events
- Ability to lift at least 45 pounds repeatedly (case of wine)

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Requirements:

- Must be 21 or older
- Education: High School diploma or GED required
- Experience: One to two years related experience
- Passion for the wine industry
- Strong sales background
- Customer service focused
- Team player
- Self-motivated and professional with the ability to multi-task
- Ability to speak effectively before groups of customers or employees of the organization.
- Strong analytical skills and proficiency using technology (Microsoft Office Suite, POS system, additional supporting software as needed)