

Opolo

Tasting Room Reservations and Administrative Associate

Job Description

Summary: The Tasting Room Reservations and Administrative Associate is responsible for supporting the business objectives of the Tasting Room in conjunction with the Tasting Room Manager. This position will assist in providing operational support primarily in an office setting. Successful candidates will possess extraordinary customer service skills primarily via phone, email and front of house communications. Proficient computer and organizational skills and a strong sense of urgency to complete tasks and responsibilities in a timely manner is essential.

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

Essential Functions:

- Coordinates all Tasting Reservations via phone and emails.
 - Engages with customers via phone and email to coordinate tasting reservations.
 - Update reservation layouts in Tock to reflect current and future availability including holidays.
 - Ensures that all customer emails and phone messages regarding reservations are responded to in a timely manner.
 - Enters data into Tock reservation software, to include as much detailed information as possible.
 - Coordinates with Tasting Room Manager in dealing with Large Group reservations.

- Assist Tasting Room Manager with Retail Merchandise inventory to include:
 - Placing orders of Tasting Room Merchandise.
 - Checking in and ticketing of Retail Merchandise.
 - Ensures new Retail Merchandise is a) placed on the selling floor appropriately b) excess is stored appropriately.
 - Receiving new Retail Merchandise in NVPOS.
 - Filing and Scanning paperwork appropriately.
 - Updating Tasting Room Menus.

Assists with Wine Inventory

- Checks in and Receives Tasting Room Wine/Spirits order in NVPOS.
- Communicates any discrepancies to Accounting and TR Manager.
- Files paperwork appropriately.
- Assists with organization of Cellar – Labels for wines stored, etc.

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- Execution of weekly wine inventory counts.
- Scans data to Accounting Team.

Assists with monthly Retail Merchandise Inventory Counts

· Performs other duties as needed.

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 50 pounds repeatedly (case of wine)

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
- 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)

Job Type: Full-time