

Opolo

Job Title: Tasting Room Reservations and Administrative Associate

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, but also on the Tasting Room floor when necessary. Successful candidates will possess extraordinary customer service skills primarily via phone and email communication. Proficient computer and organizational skills and a strong sense of urgency to complete tasks and responsibilities in a timely manner is essential. Please note: Weekends and holidays are required.

Compensation: \$18-\$21 DOE

Essential Functions:

Coordinates all Tasting Reservations via phone and emails.

- Engages with customers via phone and email to coordinate tastings reservations.
- Enters data into CellarPass, to include details of the reservations and internal notes
- Coordinates with Tasting Room Manager/Lead when making large group reservations
- Communicates Opolo's policies effectively to customers who are planning to visit our facility

Assist Tasting Room Manager with record keeping and other administrative duties.

- Keeps organized filing system, and assists Tasting Room Manager with reporting and analyzing data
- Assists with solving system-related issues in the Tasting Room, and coordinates with IT as needed
- Helps coordinate, schedule, and facilitate projects and meetings for the Tasting Room Manager

Assist with Retail Merchandise

- Placing and receiving orders of Tasting Room Merchandise in NVPOS
- Checking in and ticketing of Retail Merchandise
- Ensures new Retail Merchandise is
 - a) placed on the selling floor appropriately
 - b) excess is stored appropriately in Cellar or Tasting Room cabinets
- Receiving new Merchandise in NVPOS
- Scanning Packing slips to Accounting department
- Filing all paperwork accordingly
- Updating Tasting Room menus
- Assists with monthly Retail Merchandise Inventory Counts

Assist with Wine Inventory

- Helps place and receive weekly wine orders from our warehouse
- Receives and checks in Tasting Room Wine/Spirits order in NVPOS
- Communicates any discrepancies to Accounting and Tasting Room Manager
- Files paperwork appropriately
- Assists with organization of Cellar – Labels for wines stored, etc.
- Execution of weekly wine inventory counts

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Performs other duties as needed

Working Conditions:

- Regular working schedule to include all weekends, holidays and special events
- 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 years of age.
- Education: High School diploma or GED required.
- Experience: One to two years related experience.
- Exceptional Customer Service skills and positive attitude.
- Self-motivated, self-starter with the ability to multi-task, communicating with management if any issues arise.
- Strong written, verbal, and interpersonal skills including excellent telephone communication and customer service.
- Ability to work independently as well as a team player.
- Excellent organizational skills with excellent follow through on projects with minimal supervision.
- Ability to speak concise and effectively to customers and other team members.
- Strong analytical skills and proficiency using technology (Microsoft Office Suite, POS system, additional supporting software as needed).