



ECO TERRENO
WINES & VINEYARDS

Job title

Tasting Room and Wine Club Manager

Classification

Full Time / Exempt

Pay Range

\$75,000 - \$82,000

Reports to

Director of Tasting Room and Operations

Supervisory Responsibilities

Yes

Job Summary

The Tasting Room & Wine Club Manager is responsible for creating an engaging wine tasting experience and driving the growth of Eco Terreno's brand. This role involves leading sales growth, developing strategies, and expanding the brand while nurturing relationships within the tasting room, wine industry, and local community. The manager will oversee staff hiring and training, ensuring exceptional customer experiences and maintaining the tasting room's operations.

Essential Duties and Responsibilities

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Leadership

- Motivate the team to achieve and surpass company goals through effective team leadership.
- Effectively manage staffing and task assignments for tasting room personnel.
- Organize regular staff meetings to enhance education, morale, communication, and team cohesion.
- Clearly communicate and follow the company's vision, mission, values, goals, culture, and updates.
- Conduct interviews, hire, train, schedule, and supervise Tasting Room staff.
- Open to create, adopt and implement new ideas to encourage an ever-growing and evolving workplace.

Operations

- Make informed decisions related to workforce management, capacity, and guest experience.
- Ensure the daily readiness of the tasting room for opening and closing procedures.
- Monitor reservations, VIPs, members, and special requests to optimize guest experiences.
- Manage wine and merchandise inventory in the tasting room.
- Arrange wine and product displays in an appealing and functional manner.
- Maintain a clean, organized, and secure environment.
- Ensure compliance with all codes, regulations, and sanitation standards for wine and food service.
- Adhere to Eco Terreno's policies and procedures, including emergency plans, dress code, and employee handbook.
- Coordinate events and release parties for our Wine Club.
- Coordinate with internal and external chefs for dinners and private events.
- Oversee the planning and execution of on-site events to promote Eco Terreno Wines and Vineyards.
- Manage Wine Club Fulfillment: Processing orders, editing orders, shipping and returns

Goals/Budgeting/Metrics

- Reconcile daily financial transactions and report results on various timeframes.
- Promote and generate leads for the wine club.
- Manage general budgeting, sales, expenses, reporting, and forecasting.
- Track, manage, and coach team performance through key performance indicators (KPIs).

Customer Service / Guest Experiences

- Develop and deliver exceptional experiences to winery guests and members.
- Foster positive relationships with members, guests, and potential members.
- Work with the Director of Education and Experiences to create elevated experiences and provide staff training.
- Contribute to the development of tasting menus to enhance guest experiences and sales.
- Ensure the readiness of tasting room facilities, parking, restrooms, and grounds for the best possible guest perception.
- Address customer requests, suggestions, and complaints, serving as the initial point of contact for all customer concerns.
- Comply with all California Alcoholic Beverage Control requirements, including responsible alcohol service.

Private Events

- Coordination and execution of all private events in our San Francisco location, as well as wine club events, containing but not limited to: coordination with private chefs, caterers, and event staff.
- Collaborate with the accounting team to adhere to the allotted budget for day-to-day operation and private events.
- Coordination with the accounting team on purchases of food, floral arrangements, and any additional supplies needed.
- Outreach and marketing for tastings and bottle sales.

Other duties and projects may be assigned

Qualifications/Education/Experience

- 5+ years of experience in the wine industry
- 2+ years supervisory experience in tasting room environment
- Sommelier education experience
- Strong knowledge and experience in wine and food pairing
- Ability to lead a well-functioning team that supports and offers the highest level of guests experience
- Strong and attentive listening and comprehension skills
- Effective at caring , yet professional delivery of information with the best of interest of team and guest at core of message
- Ability to think and decide effective and quickly under pressure
- Ability to work weekend and some holidays with flexible event hours and days
- Ability to multitask and complete tasks and projects in a fast paced environment
- Comfortable in a restaurant environment that demands attention to detail and expertise in table service
- Demonstrate refined social skills, hospitality and courtesy to both internal and external guests at every available opportunity
- Communication skills
- Courteous communication in both written and spoken interactions, encompassing phone, email, texts, and social media
- Capable of establishing positive and empathetic relationships with vendors through effective written and oral correspondence
- Proficiency in completing end-of-shift forms and paperwork in a clear and readable manner

Additional Job Duties as Required

Language Skills

Fluent in English with excellent written and verbal communication. Ability to read, analyze, and interpret documentation. Ability to respond effectively to inquiries and complaints.

Mathematical Skills

Ability to apply concepts that relate to the above job responsibilities with their parameters.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee must have strong fine motor skills and is regularly required to sit; crouch and stand back up many times a day; walk/stand for at least 8 hours a day; reach overhead; use keyboard and mouse for at least 8 hours a day; and ability to hear and speak. The employee must have the ability to lift and carry at least 50 lbs. Able to push or pull at least 100lbs with the assistance of machinery (Wheeled carts).

Specific vision abilities required by this job include strong or correctable near visual acuity, close vision, distance vision, depth perception, and ability to adjust focus.

EEO and Harassment Statement

Eco Terreno provides equal employment opportunities (EEO) to all applicants, contractors, and employees without regard to race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status. This policy applies to all terms and conditions of work, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

Eco Terreno expressly prohibits any form of workplace harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status. Improper interference with the ability of contractors and employees to perform their job duties may result in discipline up to and including discharge.

Note: This is not necessarily a complete list of responsibilities, skills, duties, requirements, efforts, or working conditions associated with the job. While this list is intended to be an accurate reflection of the current job, the association reserves the right to revise the functions and duties of the job or to require that additional or different tasks be performed when circumstances change, (i.e., emergencies, changes in personnel, work load, rush jobs, or technological developments).

Employee Name

Employee Signature

Date