

Position Title: Visitor Center Associate

Location/Department: Franciscan Winery / Visitor Center

Reports To: Manager, Visitor Center

Date: 10/25/10

Band: G

Job Posting #: 10-166

POSITION SUMMARY:

The Retail Associate in a key Brand Ambassador who upholds the Franciscan philosophy of showcasing our:

- Sacred Oakville Estate vineyards
- Moderate climate, southerly, Napa Valley sourcing for a rich, vibrant and supple flavor profile
- Artful, harmonious blending
- Deeply rooted Napa Valley heritage
- Impressive Napa Valley winery

By working as part of a successful Visitor Center team, this person conveys in a passionate and intellectually compelling manner of friendliness, style, devotion, & generosity: all values of Franciscan Estate. This Associate ensures that all guests are treated to an unequalled presentation of fine wines, technical expertise, and uncompromised courtesy.

RESPONSIBILITIES:

Focus is on customer service and sales including being a leader in the effort to meet team sales goals, creating an exclusive wine buying experience for each customer, and understanding and confidently articulating information about each wine available for sale. Additionally, it is the retail associate's responsibility to support sales by successfully operating the POS system, ringing sales, placing shipping orders, opening and reconciling cash drawers accurately, promoting Wine Club, maintaining the overall appearance of the sales floor, tasting rooms and private tasting areas by replenishing and cleaning of these areas. Associates host large and small private group tastings for VIPs, the general public and wine club members. With the support of the floor supervisor, associates oversee and perform routine daily opening and closing procedures per the published checklist directives. Responsibilities also include various business outreach, computer and administrative duties.

QUALIFICATIONS:

Strong reading, writing and speaking skills. Excellent sense of smell, taste, sight, hearing, and good hand-eye coordination. Keen understanding, desire and ability to present Franciscan so as best to image, promote, and sell our wines. "Can-do" and success driven approach to duties and responsibilities to inspire and motivate successful team work. Refined sales and public relations skills. Strong and comprehensive wine knowledge.

PHYSICAL REQUIREMENTS / OTHER

Ability to speak to a large group without amplification a minimum of 4 hours. Ability to work standing for at least 8 hours. Ability to lift and stack wine cases (forty pounds per case) by hand and handcart.

APPLICANT PROCEDURE:

All applicants must submit a cover letter with their resume to the following contact either electronically, by mail or facsimile:

Human Resources
terry.cristani@cwine.com

Constellation Wines U.S. is a division of Constellation Brands Inc., the world's leading wine company. Constellation Wines U.S.'s powerful portfolio of premium wines and spirits includes such iconic brands as Robert Mondavi, Clos du Bois, SVEDKA, Blackstone, Arbor Mist, Estancia, Ravenswood, Kim Crawford and Black Velvet Canadian Whisky. To learn more about Constellation Wines U.S. and its portfolio, visit www.cwine.com.