

Position Title: Visitor Center Associate, Part Time

Location/Department: Simi Winery / Visitor Center

Reports To: Manager, Visitor Center

Date: 5/21/10

Band: G

Job Posting #: 10-084

RESPONSIBILITIES:

Visitor Center Sales and Service:

- Promote and sell wines and merchandise by assisting and educating guests in tasting wines and making purchasing decisions.
- Share knowledge about all wines and merchandise in an open and friendly manner with the goal of helping customers develop enthusiasm and appreciation of our wines.
- Promote membership in wine club as applicable.
- Greet all guests promptly and graciously and provide knowledgeable, consistent and courteous responses to questions, complaints and/or problems. Ensure that all problems are resolved to the customer's satisfaction. Refer to management as appropriate.
- Fulfill customer orders and use cash register to complete sales. Properly operate case registers and accurately follow transaction procedures.
- Assist guests with transporting purchases to their vehicle or arrange for pick-up, shipment or delivery.
- Insure that merchandise displays and tasting bar are kept in immaculate condition.
- Setup tasting bar with necessary supplies. Wash tasting glasses and assist with other cleanup as needed.
- Record daily visitors count and tasting wines used. Insure that left-over wines are spurge at night. Make sure empty bottles are put in appropriate holding area.
- Assist in training and orientation for new and/or on-call staff.

Tours and Wine Education:

- Conduct daily public tours, reserved group and private tours, and tours for trade as scheduled.
- Promote and represent winery by pouring at off and on-premise special events.
- Maintain, update and expand knowledge of the winery, viticulture, enology and food by participating in educational training, seminars and tastings within the Winery and through outside sources.

Opening and Closing Procedures and Financial Responsibilities:

- Perform and/or oversee daily cash reconciliation and close of day responsibilities on cash register and PC using AIMS Point inventory system.
- Responsible for opening and closing the Visitors' Center, performing security responsibilities and completing daily security checklist.
- Drive company vehicle to bank to obtain change for cash drawers or to make emergency deposits.

Inventory Support

- Ensure merchandise is tagged, fold clothing as needed, and assist in keeping stockroom neat and organized.

- Assist with monthly, quarterly, and annual physical inventory and perform periodic spot checks on inventory as time allows
- Responsible for compliance with CWUS sustainability policies and practices which are economically viable, socially acceptable and environmentally sound. This is done by supporting programs at each location for conservation, energy efficiency, and recycling, which are critical for our operations to achieve tangible environmental results.
- Safety-follow safe operating procedures, support safety programs and policies to safeguard personal safety, company property, environmental and team member's safety.

QUALIFICATIONS:

- Sales, Marketing or Public Relations courses or equivalent food /wine/retail experience preferred.
- Knowledge of wines, wine production and the wine industry.
- Excellent customer service and verbal and written communication skills.
- Strong organizational skills and attention to detail.
- Computer literate in MS Office programs.
- Must be at least 21 years of age.
- Ability to work weekdays, weekends, holidays, and evenings.
- Must possess valid CA drivers license

PHYSICAL REQUIREMENTS / OTHER

Working in the visitor center/tasting room involves extensive public contact and the ability to consistently demonstrate enthusiasm, professionalism and a positive company image. Requires excessive standing, walking, bending and lifting up to 50 lbs. Retail positions require the ability and willingness to work flexible schedules, including weekends, holidays and occasional evenings.

The physical requirements listed are representative of those that must be met by an employee to successfully perform the key responsibilities/essential functions. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

APPLICANT PROCEDURE:

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

Veronica Jauregui, HR Manager
16275 Healdsburg Ave. Healdsburg, CA 95448
veronica.jauregui@cwine.com

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