

Play Estate Winery: Wine Shop Assistant

Position	Wine Shop Assistant	Reports To	Wine Shop Supervisor
Status	Contract	Effective	May 2021
Rate	\$16 - \$18.50 per hour	Hours	8 - 38 hours/week (season dependent)

You are responsible for assisting with the daily operation of our wine shop and tasting bar, engaging in all DTC activities. You excel at creating a welcoming environment for guests and enjoy collaborating with colleagues to deliver exceptional guest experiences. Where some see challenges, you find opportunities.

Supervises: n/a

Key Duties & Responsibilities

- Under the direction of the Wine Shop Supervisor, follow retail and DTC sales strategies to achieve sales targets
- Guest services: create and coordinate a welcoming environment for guests and deliver exceptional guest experiences: receive guest bookings, lead product tastings (set up, take down, clean up) and tours, deliver consistent brand messaging
- Daily wine shop duties including but not limited to: point of sale transactions, cash balancing, daily sales reporting, stocking wine and non-wine inventory, inventory control
- Be a main point of contact for winery guests
- Follow all Covid-19 protocols as mandated by the provincial health authority
- Assist with DTC online order fulfillment as required
- General administrative duties
- General housekeeping duties as required
- Event support and coordination as required

Qualifications

- 1-3 years retail experience, preferably in the wine industry
- Guest services experience required
- Valid Serving It Right certificate
- WSET Level 2 or higher
- Wine knowledge is required
- Ability to lift 35lbs
- POS experience required
- Strong organizational, time management, and communication skills
- FoodSafe certification an asset
- First Aid certification an asset

As a key guest services team member your schedule will include weekends, evenings, and holidays. We offer a competitive wage, product allocation, staff discount, and a fun workplace culture. This is a contract position to November 30, 2021 with possibility of extension.