

Play Estate Winery: Wine Shop Supervisor

Play Estate Winery is focused on producing exceptional small-lot wines and delivering outstanding guest experiences. We farm 14 acres and operate a boutique winery & restaurant, with a new leadership team for 2021.

The Wine Shop Supervisor is a key part of our small but dedicated team. You are responsible for 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 staff, are eager to lead a team toward success, and enjoy collaborating with an active management team. Where some see challenges, you find opportunities.

Reports to: Winery Manager

Supervises: Wine shop staff

Key Duties & Responsibilities

- Under the direction of the Winery Manager, implement retail and DTC sales strategies to achieve sales targets
- Manage daily operations of the wine shop: staff scheduling and training, cash balancing, daily sales reporting, inventory management, point of sale
- Be the main point of contact for winery guests, including leading product tastings
- Seek measurable, innovative ways to increase customer engagement
- Work closely with hospitality staff to deliver seamless and exceptional guest experiences
- Employ all Covid-19 protocols as mandated by the provincial health authority
- Coach and mentor staff
- DTC online order fulfillment as required
- General administrative duties
- Event support and coordination

Qualifications

- 3-5 years retail experience, preferably in the wine industry
- Valid Serving It Right certificate
- WSET Level 2 or higher required
- Wine knowledge is required
- Ability to lift 35lbs
- POS experience required
- Knowledge of MS Office required
- Strong organizational, time management, and communication skills
- Supervisory or management experience in retail or hospitality is a strong asset
- Post-secondary education in a related field (hospitality, marketing, business) is an asset
- FoodSafe certification an asset
- First Aid certification an asset

As our primary guest services team member your schedule will include weekends, evenings, and holidays. We offer a competitive wage with bonus, product allocation, staff discount, and a

fun workplace culture. This is a full-time contract position to November 2021 with possibility of extension.

Please submit all resumes by email to Jeannette LeBlanc at jleblanc@playwinery.com. Deadline to apply is March 31, 2021. No phone calls, please.