



Job Description

Position Title: Retail Sales & Hospitality Associate, Healdsburg
Category: Full Time

OBJECTIVE: To provide an exceptional guest-service experience to consumers, wine club members, and members of the trade visiting Ridge Vineyards' Lytton Springs Estate. Effectively conduct the sale of wine, wine club memberships, and non-wine merchandise. This position plays a key role in influencing the public's perception of Ridge Vineyards, therefore, the right candidate must possess excellent communication and guest service skills.

The Retail Sales & Hospitality Associate must be articulate, self-motivated, customer service oriented, and must be able to work at least one weekend day per week.

DUTIES AND RESPONSIBILITIES:

- Provide guests with a memorable and unique experience through:
 - Personal greetings and farewells, using guest's names whenever possible
 - Enhanced education about Ridge Vineyards' history and wines, including all relevant appellation and vineyard information
 - Anticipation of guest's needs in the areas of sales, service and concierge services
 - Developing relationships with guests to inspire repeat visits and future sales
 - Hosting unique, engaging and educational tastings
 - Delivering effective sales strategies that result in the sale of wine and wine club memberships while keeping with our service and hospitality standards
- Daily Operations
 - Thorough understanding of and ability to operate direct Point-of-Sale/CRM systems (WiMS-Orion/Salesforce) including ringing sales transactions, researching guest purchases and wine club history, etc.
 - Provide adequate set up and breakdown of Tasting Room, Private Tasting Areas, and Picnic areas
 - Stocking of wines, non-wine merchandise, and various marketing materials
 - Breaking down and recycling of all necessary elements including cardboard & glass
 - Maintaining wine for tasting through bottle opening, sensory analysis, and decanting
 - Packaging wine for guests, including transporting wines to guests' automobiles
 - Answering phones when necessary, re-directing incoming calls to the appropriate parties
 - Providing accurate and timely execution of shipping orders
 - Continuously monitoring and maintaining the condition and appearance of the tasting room, vineyard terrace, and surrounding grounds
 - Maintaining accurate inventory of wine and non-wine products through precise transactional processing of sales, returns and mark-outs.
 - Providing end-of-day tasting room breakdown including: washing all dishes, putting away all marketing materials, cleaning of tasting bars, kitchen, offices, and surrounding retail areas.

- Performs other related duties as assigned.

REQUIREMENTS:

- Undergraduate college degree preferred
- Prior experience in a wine service environment preferred
- Prior experience in the luxury hospitality industry with emphasis on outstanding guest service preferred
- Exceptional communication skills, both written and oral
- Excellent organizational skills
- Collaborative/team operational skills
- Ability to make empowered decisions that positively affect the customer's experience
- Computer proficiency: Word, Excel, Outlook, WiMS, POS, Salesforce, etc.
- Excellent attention to detail
- Ability to work special events on multiple weekend days and evenings periodically throughout the year
- Ability to lift up to 40 pounds regularly
- Ability to accept and maintain all discipline and behavior standards unique to the alcoholic beverage industry
- Ability to work indoors and outdoors, in varying weather environments, on potentially uneven ground of varying material (wood, gravel, dirt, etc.). Ability to walk up and down stairs on a regular basis.
- This position requires obtaining ABC-approved Responsible Serving Certification within 2 weeks of hire date. Ridge will compensate staff for online training, up to 5 hours. Additional program details will be provided on first day of employment.

To apply: Please submit your resume to careers@ridgewine.com. Subject Line: LS Retail Sales & Hospitality