

# Position: Wine Shop Manager

## About Us

SpearHead Winery is a boutique winery that focuses on producing premium Pinot Noir, Chardonnay, and aromatic whites. SpearHead wines have won multiple awards over the years and was named #4 on the 2021 Top Ten Small Wineries in Canada. The winery is situated just ten minutes from downtown in Southeast Kelowna.

We are expanding our team and currently seeking a motivated individual with a passionate drive for hospitality and wine to take charge of our wineshop and day to day operations.

## Job Description

This position is full-time, year-round on a salary determined by experience. The perfect candidate should have a love for wine, provide outstanding customer service, lead with a positive attitude, and build relationships with customers. The role requires attention to detail, floor presence, daily administrative duties, and general retail sales. This is a busy and varied position which entails most weekends and holidays.

This role is best suited for an individual who enjoys multi-tasking, thrives in a fast-paced environment, and loves to engage with guests. The Wine Shop Manager will hire, train, and supervise the wine shop associates and work in coordination with the Wine Club & Marketing Manager and Proprietors.

## Responsibilities

- Provide leadership and create a positive work environment for all seasonal wine shop associates
- Hire, train, schedule and supervise the team of wine shop staff
- Submit team payroll, tips, and commissions
- Coordinate and conduct VIP, wine club member, and group tours
- Monitor reservations, tour company communications, and daily visitors
- Maintain and develop member and prospect relationships
- Organize daily tastings and accompanying literature
- Ensure wine shop cleanliness and organize maintenance of the facility
- Respond to emails and phone inquiries in a timely manner
- Provide timely and accurate daily and monthly reports
- Maintain wine shop protocols and procedures
- Manage and track inventory of wine, retail items, and general supplies
- Pack shipments, organize delivery, and ensure accurate records on orders
- Execution of onsite events in coordination with Wine Club & Marketing Manager
- Liaison with Wine Club & Marketing Manager regarding promotions and member events
- Promote online, onsite, and wine club growth

## Qualifications

- Previous supervisory or management experience, preferably in hospitality
- Wine education of WSET level 2 (or equivalent) or greater
- Food Safe Certificate (an asset)
- Serving It Right Certification mandatory
- Flexible schedule, ability to work weekends, holidays, and peak times
- Good verbal and written communication skills
- Competent computer skills
- Must be comfortable hosting small and large groups
- Ability to work independently and in a team
- Ability to multi-task and manage a range of activities
- Experience with Wine Direct (an asset)
- Ability to lift 40 lbs frequently, manage stairs easily, and work on feet

SpearHead Winery has a vaccination policy in place and all existing and potential employees must comply. The Wineshop Manager position is full time and will commence early spring 2022. The salary will be determined upon experience.