

# MERCIER ORCHARDS

**JOB TITLE:** Winery Tasting Room Sales Associate

**DEPARTMENT:** Market

The following reflects management's definition of essential functions for this job; however, does not restrict the tasks that may be assigned. Management may reassign duties and responsibilities to this job at any time due to the evolving nature of the operation.

**Duties & Responsibilities:**

- Always check ID before tasting/serving
- Acquire and maintain thorough knowledge of product line (Hard Cider & Wines)
- Greet all Mercier Guests and provide exceptional service
- Enthusiastically educate customers about hard ciders and wines
- Answer questions and/or promptly seek out a reliable source to secure answers
- Conduct tastings and guide customers through the process
- Handle routine sales transactions which include operating cash register
- Assist with display and stocking of items
- Maintain cleanliness of product and winery area
- Help with special winery events on and off-site as needed
- Represent winery at outside functions as needed

**Qualifications:**

- Hard Cider and Wine experience and basic knowledge helpful
- Excellent customer service skills
- Detail-oriented
- Commitment to excellence and exceeding customer expectations
- Excellent oral communication and presentation skills
- Strong organizational and problem-solving skills
- Ability to manage priorities and workflow
- Professional appearance and demeanor
- Ability to understand and follow written and verbal instructions

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- Maintain high standards of quality control, hygiene, health and safety
- Versatility, flexibility and a willingness to work within changing priorities with enthusiasm

## **Physical/Mental Requirements:**

- Must be at least 18 years of age
- Must be able to bend, squat, climb, push, stoop and crouch
- Must be able to stand and walk for extended periods as required by job duties
- Must be able to lift up to 40 lbs.
- Coordinate multiple tasks simultaneously