

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

**DEPARTMENT:** Market

**REPORTS TO:** Market Managers

**EFFECTIVE DATE:** March 2021

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
- 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