

**Job Title: Assistant Tasting Room Manager**

**Department Tasting Room**

**Reports To: Tasting Room Manager**

**Location: Los Olivos, CA**

About Us...

Zaca Mesa Winery & Vineyards is a family-owned and operated business located in the heart of Santa Barbara County's premier wine growing region. Established in 1973, we fuse the past with the present by combining Old World Winemaking practices with innovative farming and vineyard techniques.

Our location, surrounded by the San Rafael Mountains offers stunning office views of both vineyard and mountain landscapes.

About Our Open Role...

We are seeking a motivated and enthusiastic individual to join our dynamic sales and hospitality team as an Assistant Tasting Room Manager. The Assistant Tasting Room Manager is responsible for assisting the Tasting Room Manager with the day-to-day operation of the tasting room and guest experience at Zaca Mesa Winery.

The major responsibilities of this position include:

- Communicate Zaca Mesa's history and company culture to the customer in a knowledgeable, professional, and courteous manner that is consistent with our brand messaging.
- Pour tasting flights to both small and large groups while sharing enticing Zaca Mesa wine and vineyard information.
- Create opportunities to promote the sale of wine, club memberships, events, and merchandise to customers.
- Train, supervise and monitor performance of all seasonal, part-time, and full-time Tasting Room Associates in the following areas: sales, customer service, hospitality, wine knowledge, inventory management, Point-of-sale system (POS), safety, company policies/procedures and government regulations.

- ❑ Participate in developing monthly department objectives and goals which may include wine sales, wine club sign-ups, phone sales campaigns, customer outreach programs, and staff training and development.
- ❑ Maintain physical inventory of merchandise and wine in the tasting room,- lounge & terrace, and warehouse. Conduct weekly inventory counts on bottled wine/merchandise and reconcile inventory. Perform inventory audits requested by management.
- ❑ Utilize POS software to complete transactions, reconcile daily sales and provide daily reports. Complete weekly bank deposits.
- ❑ Assist with winery, club, private, and corporate events.
- ❑ Execute VIP Tours and Tastings with the trade, media, and the public.

### About You...

Words that people use to describe you include charismatic, approachable, flexible, and an expert multi-tasker. You perform well under pressure while maintaining a positive attitude. You are customer-centric and aim to ensure our guests needs are met, especially during high-traffic weekend days. You are a collaborator and a natural leader who is accountable and dependable and appreciate that, in a small business environment, everyone pitches in to ensure all tasks are completed and goals are met.

### What You Bring...

- Minimum of two to three years in a supervisory role (retail or hospitality industry, or related field preferred)
- Four-year college degree or equivalent.
- A combination of education and experience.
- Willing to work holidays (closed on major holidays), weekends, and extended hours.
- Ability to stand for extended periods of time.
- Must be 21 years of age.

### What We Offer...

We are a team of wine industry professionals and enthusiasts alike. If you appreciate wine, enjoy sales and hospitality, and would like to provide the ultimate wine country experience, we would be interested in having you join our dedicated team. We offer sales incentives to reward exceptional performance in addition to a competitive hourly rate and benefits (401k, health, dental & vision). We provide extensive training, tools, and first-class wines to sell, to set our applicants up for success.

Please send your cover letter and resume to our Tasting Room Manager at [hilary@zacamesa.com](mailto:hilary@zacamesa.com). We look forward to meeting you.