

# R·STUART & C<sup>o</sup>.

..... WINERY .....

## DIRECTOR OF HOSPITALITY

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### THE COMPANY

R. Stuart & Co. Winery was established in 2001 in the heart of McMinnville, Oregon. Production consists primarily of Pinot noir, Pinot Gris, and méthode champenoise wines, while also including Pinot noir rosé, Chardonnay, port-style wines, and more. Owner and Executive Winemaker, Rob Stuart, makes “wines for life,” which are approachable and accessible for everyone to enjoy with their friends, family, and a beautiful meal.

### THE POSITION

The person who fills our Director of Hospitality role will be a self-motivated and creative individual. They will have a high level of personal and professional integrity, respect for R. Stuart’s history, and a vision for the future. They should have experience in management and sales, consumer events, wine club, and/or hospitality development. This individual will take initiative in driving our direct sales programs by providing and structuring consistent, positive hospitality in our tasting room and wine clubs, while building community among our customers and club members.

### DUTIES | *Responsibilities include, but are not limited to:*

#### Wine Bar Management

- Primary contact for reservation and appointment requests, order requests, customer complaints and suggestions
- Oversight of Wine Bar team
  - Hire and train all new Wine Bar team members; maintain effective management and leadership
  - Maintain equitable scheduling (time off requests, special events, etc.) and provide coverage of shifts
  - Manage a retail space which is open 7 days/week
  - Facilitate and host Wine Bar staff meetings
  - Effectively communicate with the Wine Bar team via digital platforms (Slack, Google Calendar, etc.)
  - Engage staff in continued education and sales training
- Oversight of Wine Bar operations
  - Maintain and facilitate organization and cleanliness of Wine Bar
  - Perform opening, closing, and intermittent side work duties
  - Wine Inventory
  - Food Inventory & Programming
  - Supply Inventory

#### Wine Club Management

- Develop and execute wine club program of three traditional clubs, three subscription clubs
- Plan and execute wine club shipments (traditional and subscription), including wine inventory, recipes, letters, and other marketing materials & gifts
- Manage all wine club processing and communication to club members
- Retain and increase the lifetime value of existing club members through engagement, consistent follow-up, and outstanding customer service
- Create products and maintain records of club shipments in Commerce7

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- Facilitate all pick-up and shipping orders, including packing and scheduling UPS pick-up
- Host wine club members and other guests for private tasting experiences at the winery
- Design incentives and experiences which are exclusive to Wine Club members as club benefits

### QUALIFICATIONS

- Preferred
  - Familiarity and knowledge of the following digital platforms: Commerce7, Slack, Google Suite & Calendar, RedChirp, ShipCompliant, QuickBooks, MailChimp, and others
  - 2+ years of related winery, hospitality, sales, or management experience
  - Strong knowledge of and enthusiasm for wine
- Required
  - Over 21 years of age and possess an OLCC server's permit
  - Focus on providing exceptional hospitality and customer service
  - Detail oriented, multi-tasker, self-motivated
  - Availability on nights and weekends
  - Able to work in a fast-paced environment
  - Able to communicate effectively with diverse clientele
  - Able to work well independently and as a team player
  - Professional appearance and demeanor

### PHYSICAL REQUIREMENTS

- Able to sit and stand for extended periods of time and lift 50 pounds

### COMPENSATION

- \$50,000-\$65,000/year based on experience + commissions
- Medical, Dental, Life, Long-term Disability, matched 401k, phone allowance, generous paid leave, wine allocations and discounts.