

MARTIN FAMILY

WINERIES & DISTILLERIES



Job Description

Job: Team Lead (non-exempt)

Supervisor Title: Tasting Room Manager

Purpose of the Job

The Team Lead has overall responsibility during the absence of the Tasting Room Manager and Assistant Tasting Room Manager for directing the daily operations of the Tasting Room, ensuring compliance with company standards in all areas of operation, wine sales, customer relations, facility management, inventory management, team management, financial accountability, and ensuring that the highest quality products and services are delivered to each customer.

Essential Job Functions

Manages all **Customer Service** aspects relating to tasting room operations:

- Ensures that employees effectively, appropriately, carry out the company's customer service policies and procedures.
- General upkeep of tasting room
- Ensures maintenance of equipment, facility, and grounds using a preventative maintenance program. (i.e., shoveling snow, watering plants, weeding, sweeping)
- Answers phone and records guest reservations as needed

Assists in Leading all aspects of **Team Member Management**

- Training of team members
- Direct team members to complete tasks
- Create and maintain an environment where all staff are treated with dignity and respect, fostering a spirit of teamwork and cooperation
- Ensures a safe working and customer experience environment by facilitating safe work behaviors of the team

Responsible for **Financial Results** of the tasting room

- Manage store operation procedures with accordance to company guidelines, ensuring accurate inventory procedures and levels, opening, and closing procedures, payroll, money handling, and cash control procedures, tracking and reporting of tasting room expenditures, etc.
- Perform all duties with the highest standard for quality and cleanliness
- Maintenance of wine inventory for retail and tasting purposes
- Manage retail general merchandise, inventory levels and visual displays
- Assist with shipping- orders supplies, scheduling, and picking/packing/labeling

Knowledge and Skills Required
<ul style="list-style-type: none">• Must have minimum of one year retail experience• Dedication to providing exceptional customer service• Good communication skills and strong interpersonal and conflict resolution skills• Exceptional team building capability• Basic mathematical and accounting skills• Computer literacy including experience with a POS system/Square• Wine knowledge helpful but not required

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand; walk; use hands; reach with hands and arms and taste or smell. The employee is frequently required to climb or balance; stoop, kneel, crouch or crawl and talk and hear. The employee is occasionally required to sit. The employee must occasionally lift and/or move up to 40 pounds.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly exposed to a climate-controlled environment. However on occasion, the employee may be exposed to outdoor weather conditions. The employee is occasionally exposed to fumes or airborne particles, toxic or caustic chemicals.

Work Schedule:

This position requires you to be available days, nights, weekends, and flexible to work at our other locations when needed.

I understand and agree to the duties and the expectations of my role as outlined in this job description.
This job description is not intended to be all inclusive. Employee may perform other related duties as requested to meet ongoing needs of the organization.

Employee Name

Employee Signature

Date