

MARTIN FAMILY

WINERIES & DISTILLERIES



Job Description

Job: Tasting Room Associate (non-exempt)

Supervisor Title: Tasting Room Manager/Assistant Manager

Purpose of the Job

The Tasting Room staff is involved in the daily operations of the tasting room. Job tasks include but are not limited to wine sales, inventory management, customer service and general housekeeping/maintenance.

Essential Job Functions

Deliver a high-quality **customer service** experience for guests in the tasting room

- Perform tastings for winery guest
- Maintain appropriate display of inventory and wine for retail and tasting purposes
- Maintain appearance of the tasting room through general up-keep and housekeeping
- Deliver a high-quality **customer service** experience at off-premises tastings and events
- Use of the POS/Square system to ensure accurate sales of products
- Perform all duties with the highest standard for quality and cleanliness.

Knowledge and Skills Required

- Must be a friendly people person with a willingness to work hard
- Customer service experience required
- A desire to work with the public
- Wine knowledge helpful but not required
- Basic mathematical, computer literacy including POS system/Square

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.

The noise level in the work environment is usually quiet.

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 expectations of my role as out lined in this job description. This job description is not intended to be all inclusive. Employee may perform related duties as requested to meet the ongoing needs of the organization.

Employee Name

Employee Signature

Date