



**Job Title** Tasting Room Associate  
**Location** Gold Hill Winery  
**Contact** Navi Gill | navi@goldhillwinery

## Tasting Room Associate

Gold Hill, established in 2009 in the Oliver/Osoyoos region is an award-winning family owned and operated winery on the historic Golden Mile.

Long respected as one of the top growers in the entire Okanagan and with the combined knowledge and experience successful candidates will have the ability to learn from the top growers and winemakers from the Valley. We are offering full time and part time seasonal positions from March to November. Successful candidates will also be given great opportunities to grow within the business and advance their career.

Gold Hill is looking for a Tasting Room Associate with a passion for customer service to lead our tasting room staff in creating and executing wonderful guest experiences. You will lead by example, demonstrating a great attitude, easily adapting to sudden changes, and solving problems on the go. The successful candidate will have great customer service and leadership skills and will be able to demonstrate flexibility within their role to help support the execution of our guest experience.

### JOB DUTIES:

- Lead the tasting room to deliver exemplary customer service and share our story along with the philosophy on our wines and vineyard
- Provide ongoing wine education to both staff and customers on Okanagan wines to promote Gold Hill wines and help achieve sales targets in the tasting room
- Promote the benefits of wine club with both customers and the staff to meet monthly and yearly sales targets
- Monitor and control wine inventory and merchandise to ensure the correct inventory and supplies are in place
- Maintain accurate product and pricing information in the POS system
- Key point of contact for Tour companies
- Co-ordinating tastings
- Reviewing and reconciling day-end cash outs
- Responsible for monitoring wine sales, calculating wine club bonuses and other reporting functions that may be required
- Support the Wine Club co-ordinator in the execution of regular wine club shipments

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# GOLD HILL

## GENERAL KNOWLEDGE, SKILLS AND ABILITY:

- Business or Hospitality/Tourism training and experience
- Minimum post secondary diploma or equivalent
- Solid understanding of Okanagan wines
- 2+ years experience
- Strong management and organization skills
- Wine education an asset
- Strong communication skills
- Strong leadership skills, with the ability to motivate and mentor others to achieve business goals.
- A passion for customer service
- Requires ability to give attention to detail and to handle multiple tasks simultaneously and efficiently
- Polite, caring & enthusiastic demeanor
- Must be available to work weekends
- Serving it Right qualification

Successful candidates will receive competitive pay and bonus incentives. Employees will also receive allowances and perks within the company.

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