



Dairy Distillery
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Distillery Experience Manager

At Dairy Distillery, innovation is at the heart of what we do. So is a deep desire to champion our community and the environment. We've married artisanal distilling techniques with cutting-edge science to transform dairy waste into a sustainable ethanol. When COVID-19 hit, we pivoted to respond to our community's need for hand sanitizer. To enhance the distillery in-person visitor experience in terms of product education, sampling and the overall activities on offer, we are expanding our marketing team to include a Distillery Experience Manager. If you're passionate about the world of marketing and understand its pivotal role in nurturing and growing a brand across the many touchpoints, this might be a superb opportunity to put your passion to work.

What you will be doing:

The Distillery Experience Manager will extend the brand to an exceptional in-person experience and be responsible for:

- In-store retail shop management from ordering stock to providing excellent face-to-face customer service to walk-in traffic during the week
- Liaise with weekend staff to ensure consistency of service and customer experience
- Monitor customer preferences to recommend new products / retire products
- Manage scheduled distillery tours (post-Covid)
- Provide tastings (post-Covid)
- Research and plan events / activities to be held at the distillery
- Work with community business partners to augment on-site entertainment / visitor activities

What we're looking for in a candidate:

- Experience in food and beverage / hospitality industries
- Smart Serve certified

- Retail / merchandising experience
- Working knowledge of Shopify web, e-commerce and POS
- Working knowledge of Google product suite
- Social media marketing (Twitter, FB, IG, LI)
- Graphic design experience
- Email marketing

Preferred skills:

- Excellent communication – verbal and written
- Well presented
- Thrives in a customer-facing role
- Ability to manage priorities
- Proactive approach
- Eye for detail
- Creative flair
- Bilingual (preferred)

What we're offering

- Full-time position
- Competitive compensation commensurate with experience
- A fun workplace.
- Employee discounts

If you'd like to apply for this position, please send a cover letter with your resume to jobs@dairydistillery.com