



## **JOB DESCRIPTION**

### **ASSISTANT MANAGER + EVENT COORDINATOR**

The **Assistant Manager + Event Coordinator** ensures operational excellence by performing managerial tasks, overseeing day-to-day operations, and supporting the store manager. This position is also responsible for proactively selling rental spaces, pre-event planning with customers, day-of-event set-up, execution of the event, event breakdown, rental space clean up, and post-event follow-up. The Assistant Manager + Event Coordinator will seek new opportunities and resources to generate sales and provide customers with a great experience. Due to the nature of the business, this position requires availability most weekends, some evenings, and some holidays.

#### **ESSENTIAL DUTIES** *(Including, but not limited to):*

- Report directly to Retail + Tasting Room Manager
- Assists with all areas of retail operations, including acting as the Manager in their absence
- Understand and follow opening and closing procedures, inventory, and cash management protocols
- Serve as the primary contact and liaison for all private events and corporate events
- Help develop procedures to improve the effectiveness of business operations and private events
- Drive retail revenue through booking fees and wine sales to meet or exceed sales goals
- Identify client's requirements and expectations for each event; deliver exceptional customer service
- Keep constant contact with customers regarding their private event space rental
- Keep connection with previous customers to encourage future rentals for their celebratory events
- Upkeep and maintain all private event contracts and agreements; keep CRM up to date
- Develop sales packages and services for private and corporate events
- Work with Management to reach financial yearly goals
- Perform cashiering duties as required and any miscellaneous job-related duties as assigned

#### **REQUIREMENTS:**

- Maintain a friendly, courteous, and engaging demeanor with both customers and staff
- Attends weekly management meetings pertaining to ongoing projects and events as required
- Have the ability to think outside the box to generate novel ideas and concepts
- Must be a passionate and creative self-starter as well as a strong team player
- Must be highly motivated, hardworking, and extremely organized
- Must have excellent time management skills and the ability to accurately prioritize without needing constant direction
- Must be able to professionally communicate with management, staff, vendors, potential clients, and customers
- Must have excellent problem-solving skills and be able to resolve issues that may arise
- Must maintain a continuous understanding of the current wine portfolio
- Must have adequate computer skills and extensive proficiency with Microsoft Word and Excel familiarity with Salesforce is a plus
- Must have a bachelor's degree or equal experience in Management, Event Planning, Hospitality, Sales, or Business; Customer Service experience is required
- Must adhere to all House Policies, PLCB regulations, and CDC guidelines

#### **PHYSICAL REQUIREMENTS:**

- Considerable physical activity. May require handling objects that weigh up to 40lbs
- Must be able and willing to stand and walk for long periods of time
- Work may involve moderate exposure to unusual elements, such as extreme temperatures, dirt, dust, fumes, smoke, unpleasant odors, and/or loud noises, and exposure to all types of weather