



Nice Winery creates carefully crafted experiences through outstanding and personable customer service; beautifully crafted food and wine that exceeds expectations; and balances elegance, quality and unpretentious charm.

Job Title: Retail Attendant

If you love people, talking to customers, and love wine, then this is the job for you! Friendly and bright, the Retail Attendant knows basic information about Nice Winery, the Nice Wine Club, & Nice Wines. As a Retail Attendant you must have impeccable manners, a warm phone persona, and love talking to people. A successful Retail Attendant will embody “casual elegance” and understand that everything they say and do represents the Nice Winery brand. Finally, the ability to juggle multiple guests and requests is important.

Primary Responsibilities

As a Retail Attendant, you are primarily responsible for assisting our customers and club members with wine purchases. Training will be on the job and provided to you during working hours. You will be given basic information about our wines to learn on your own. Responsibilities include:

- Outstanding and enthusiastic customer service. You must love people and feel confident talking to them to be successful in this position.
- Corresponding with customers and club members via phone and in person. Some written correspondence may also be necessary.
- Learning about the Nice Winery wine portfolio (i.e., the wines we produce) and talking about these wines with our customers. Specifically, you will need to memorize our wine offerings, where they are made, what the taste and aroma profiles are, and what food goes well with the wine. You do not have to be a trained/certified wine professional. We have information sheets & educational videos from our winemaker to help you learn.
- Helping customers, which includes but is not limited to:
 - Locating requested wines.
 - Finding customer orders that have been fulfilled and are waiting for pickup.
 - Carrying wine out to their car.
 - Obtaining their club or add-on orders and presenting them to the customer.
 - Describing and offering tastes of our featured wine to our club members when appropriate.
 - Answering customer questions about our wine, wine club, and our winery as you are able or delegating to another staff member if necessary.
 - Assisting the server with attending to club members who are sitting inside or outside enjoying wine.
- Supporting the growth of our club membership by:

- Encouraging existing members to remain club members through outstanding customer service in person, over the phone, and in your written correspondence.
- Encouraging new walk-ins to join the wine club by talking to them about Nice Winery and giving them a tour of the facility.
- Adding new monthly subscribers to our Nice Wine Clubs by assisting Nice Winery staff at events and tastings as scheduled.
- Assisting with wine and event sales.
- Be familiar enough with our WineDirect & Tock systems to assist customers with basic needs such as charging customers for wine purchases, answering questions about their club membership, reviewing past orders, updating account details, and purchasing event tickets, etc.
- Assisting at occasional wine tastings. This includes:
 - Understanding the flow of wine tastings.
 - Setting up and breaking down the tastings.
 - Attending the tasting from start to finish (this includes the tastings transitions).
 - Ringing up wine orders and fulfilling them.
 - Other duties as assigned.
- Assisting with Nice Winery staff to keep our winery looking beautiful and ready to receive customers. This includes but is not limited to:
 - Restocking wine displays
 - Dusting shelves and wine bottles as needed.
 - Updating wine displays
 - Updating product displays
 - Buffing and polishing wine glasses
 - Putting away tasting glasses
- Completing a Front-of-House opening and closing checklist.
- Ability to lift up to 50 lbs. One case of wine can weigh anywhere from 40 to 50 lbs.
- Other duties as assigned.

Compensation and Benefits:

This position commences with a 6-week trial period in which you will be compensated at \$12/hr. After that trial period, you are eligible for:

- Participation in front of house tip pool.
- A 30% Employee discount (off retail price) on wine for personal use.
- Free attendance to any Nice Wines educational classes if seats are available.
- Learning additional job duties and positions.
- Part-time PTO, which earns up to one week a year if you work an average of 20 hours a week.

This position is part-time and can be scheduled up to 29 hrs per week. You must work a minimum of 4 shifts a month to be eligible for and maintain participation in benefits.

This position reports to the Team Manager.

Work Days/Hours:

As of today, Nice Winery is currently open Tuesday through Saturday from noon to 6PM to our customers. We also host ticketed dinners and tastings on Tuesdays through Fridays that begin at 5:30 or 6:00 PM and usually last about 90 min to 3 hours. Saturdays, ticketed tastings begin at 11:30 AM

and are scheduled throughout the day. Saturday shifts usually end about 6:30 PM.

Holidays, Fridays, Saturdays, and the first 10 days of every month are our busiest times. You need to be available to work during these times.

Nice Winery Staff should arrive at 11:00am for an opening shift and be prepared to stay until 6:30pm for a closing shift. If you are scheduled to work an event, you could be scheduled to work as late as 10:30pm.

Although subject to change, initially, you will be scheduled for:

- A 6-7-hour shift as needed during the week and an 8-hour day on Friday & Saturday.
- The remaining hours will be scheduled as needed.
- If you need time off, it is your responsibility to request it 2 weeks in advance and obtain your supervisor's approval.
- If you cannot work a scheduled shift, it is your responsibility to have your shift covered and then discuss the time and coverage with your supervisor at least 2 hours prior to your scheduled shift.

All new team members are required to work occasional evenings, and holidays as the business dictates.

Evaluation

You are encouraged to meet weekly with the Team Manager to review goals, projects, as well as to give and receive feedback. You are encouraged to meet periodically with Ryan and Alina to discuss ideas, opportunities, and challenges.