



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. Responsibilities include:

- Outstanding and enthusiastic customer service. You must love people and talking to them to be successful in this position.
- Corresponding with customers and club members via phone and in person communications. Some email 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.
- Assisting with 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 it to the customer.
 - Offering tastes of our featured wine to our club members when appropriate.
 - Answering customer questions as you are able or delegating to another staff member if necessary.
- 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 email correspondence.
 - Adding new monthly subscribers to our Nice Wine Clubs by assisting Nice Winery staff at events and tastings as assigned.

- Assisting with wine sales to club members and walk-in customers.
- Be familiar enough with our online system to assist customers with basic needs such as answering questions about club membership, past orders, updating account details, etc.
- 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 Front-of-House opening and closing duties.
- 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 90-day trial period in which you will be compensated at \$10/hr. After that trial period, you are eligible for:

- 30% Employee discount (off retail price) on wine for personal use.
- Free attendance to any Nice Wines educational classes.
- Learning additional job duties and positions.

This position is part-time and can be scheduled up to 25 hrs per week. You must work a minimum of 4 shifts a month to be eligible for benefits.

This position reports to the Director of Customer Experience.

Work Days/Hours:

Hours of the winery are subject to change. As of today, Nice Winery is currently open Tuesday through Saturday from noon to 5PM to our customers. Soon we will be open until 6pm and we will also be open on Sunday.

Fridays, weekends 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 11:30am 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 10:00pm.

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

- A 6 hour shift every Friday and Saturday
- The remaining 13 hours will be scheduled as needed.
- If you need time off, it is your responsibility to request it 2 weeks in advance.
- 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.

All new team members are required to work a minimum of three Saturdays and/or Sundays every month, occasional evenings, and holidays as the business dictates.

Evaluation

You are encouraged to meet weekly with the Director of Customer Experience to review goals, projects, as well as to give and receive feedback. You are encouraged to meet periodically with Ryan and Donna to discuss ideas, opportunities, and challenges.