



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: Wine Education Assistant

Helpful and Proactive, the Wine Education Assistant co-hosts the wine tastings, events, and classes with the instructor/sommelier. A successful Wine Education Assistant has enthusiasm and treats customers as invited guests.

Primary Responsibilities

As a Wine Education Assistant, you are primarily responsible for assisting the wine class instructor/sommelier while making our customers and future club members feel welcome. Training will be on the job and provided to you during working hours. Responsibilities include:

- Outstanding and enthusiastic customer service.
- 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.
- Understanding the entire flow of tastings and orienting participants.
- Setting up and breaking down the tasting room before and after classes.
- Helping customers stay together while waiting for their class to start.
- Taking coats & umbrellas and showing women where to put their purses.
- Escorting customers to their classrooms where appropriate.
- Helping the sommelier/instructor during tastings by refilling wines and water.
- Making sure the food and charcuterie boards are out at appropriate times.
- Answering questions about the Nice Wine Club and wine purchases.
- Helping to get orders to fulfillment, if appropriate.
- Fulfilling orders in the retail space once the class has concluded.
- Making sure that class participants leave with their complete orders and all their belongings.
- Don't leave guests alone.
- Assists with Front of House opening & closing duties.
- Assisting with helping customers, which includes but is not limited to:
 - Carrying wine out to their car.
 - Obtaining their club or add-on orders and presenting it to the customer.
 - Answering their questions as you are able or delegating to another staff member if necessary.
- Supporting the growth of our club membership by:

- Providing outstanding customer service.
- Adding new monthly subscribers to our Nice Wine Clubs by assisting Nice Winery staff at events and tastings as assigned.
- Be familiar enough with our POS system to assist customers with wine purchases after classes and events.
- Washing wine glasses and light dishware or pass these items to the dishwasher if one is scheduled.
- Assisting with Nice Winery staff to keep our winery looking beautiful and ready to receive customers. This includes (but is not limited to) wiping down tables and chairs, setting up tables and chairs, polishing glassware, sweeping classroom floors.
- 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.
- In addition to your base pay, you are eligible for Wine Credit. Wine Credit: When you assist the instructor at a winery event, you will receive \$10 wine credit for each new member who joins. If there are multiple staff members helping at the event, the commission will be split equally. This credit can be used to purchase wine from the Nice Winery at your Employee Discounted price.

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 Sommelier/Instructor.

Workdays/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 monthly with the Sommelier/Instructor 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.