

Mi Sueño

W I N E R Y

Mi Sueño Winery is a family-owned winery, founded in 1997 by Rolando and Lorena Herrera and is in South Napa. Mi Sueño Winery is an artisan producer of Cabernet Sauvignon, Chardonnay Pinot Noir along with other fine reserve wines. We are a small dynamic staff looking for a new addition to our team as Sr Tasting Room Manager.

Job Description:

The Sr Tasting Room Manager is responsible for the day-to-day operating activities of the tasting room, wine club and other experiences. A successful candidate will have an incredible work ethic, be detail oriented, enjoy a fast-paced work environment and lead by example.

Essential Duties and Responsibilities:

- Lead the daily activities of the Tasting Room to achieve revenue goals, club member growth and retention and ensure the highest level of service
- Responsible for staff hiring, orientation, continual training, development, supervision, and performance evaluation.
- Organize and supervise timely and accurate Wine club quarterly shipments, re-orders and provide support to members and guests
- Lead by example to deliver exceptional customer service and motivate others to do the same.
- Oversee monthly wine inventories and wine ordering - Inventory management and reconciliation
- Ideal candidate will establish an atmosphere of teamwork and team culture for positive employee relations.
- Tracks incentives goals and club memberships goals
- Outreach with other wineries from time to time and represent the winery at industry events.

Skills Needed

- Highly professional in all interpersonal and customer communications
- Excellent attention to detail and ability to anticipate customer needs and respond appropriately
- Ability and willingness to up-sell
- Ability to perform multiple tasks while remaining focused and organized
- Ability to be creative and manage a fast-paced environment while meeting deadlines
- Proven track record of growing wine club memberships and DTC sales

Required Experience

- 4 years of wine industry experience including tasting room, wine club and DTC Sales
- Proficiency and experience with Wine Direct POS and Fulfillment, Ship Compliant and Excel
- Bachelor's degree in Hospitality, Communications, Marketing, Business or related

Compensation and Benefits

- Salaried position, plus commission
- Competitive compensation depending on experience, profit sharing, commission, 401(k) and medical, dental and vision,

Send Resumes to HR@misuenowinery.com