



Wine Lounge & Shop Manager

Oregon's leading winery seeks an experienced Wine Lounge & Shop Manager in Eugene, Oregon. The focus will be on our exclusive single vineyard wines which include Pinot Noir, Pinot Gris, Petite Sirah, Tempranillo, Sauvignon Blanc and more. The lounge will offer reservations and walk-in tastings, private member experiences along with club membership and bottle sales. A successful candidate must have management experience. This is a great opportunity for a career minded individual who thrives in hospitality and customer service with excellent business acumen.

Responsibilities

- Demonstrate exceptional customer service, engagement, and approachability to build customer relationships
- Cultivate an environment that provides staff and customers with positive experiences
- Oversee day-to-day operations: wine tasting, customer experience and private member experiences, provide backup to staff as needed along with floor supervision and guidance
- Staff management including hiring, onboarding/training, scheduling, and performance review
- Proven ability to implement policies and standards
- Guide and mentor staff to exceed sales and club membership goals
- Generate and maintain performance metrics to monitor direct sales results by combining experience, insight and data
- Drive customer acquisition and club member growth. Brainstorm new and creative growth strategies
- Maintain and update tasting menus; ensure lounge is clean, organized and well stocked
- Manage and track budget including oversight of daily, weekly and monthly sales and labor cost data
- Manage daily emails, phone calls and cash accounting. Ability to organize and prioritize as the position requires managing many tasks

Inventory Management

- Ensure up-to-date listing of wines in POS
- Monitor SKUs with low inventory to prevent overselling
- Set up system to track and record inventory received
- Develop standards and procedures to efficiently receive inventory
- Determine frequency for receiving inventory and coordinate delivery and proper storage
- Reconcile physical inventory weekly and report to compliance officer

Required Skills/Qualifications

- Business degree or equivalent experience. Demonstrable wine knowledge (WSET 2 or higher preferred)
- Minimum 3 years in management position, ideally in wine industry
- Business acumen: sales management, expense management, inventory management, employee management, reporting, forecasting, and profit and loss. Excellent communication skills including written and verbal
- Excellent analytical abilities and data driven thinking. Ability to measure and drive business outcomes through qualitative and quantitative techniques
- Provide a 90-day rolling operating plan to executive management
- Proficiency in Microsoft Office (Excel), eWinery, and InDesign and other POS systems
- Strong coordination and communication with King Estate Winery executive management and F&B director
- Ability to work weekends, evenings and some holidays and consistently lift 50 pounds
- Must be 21 years of age and have OLCC server permit