

# ELK COVE

## VINEYARDS

### TASTING ROOM LEAD POSITION AVAILABLE

#### **About Elk Cove:**

Elk Cove Vineyards is surrounded by wilderness and named for our local herd of Roosevelt Elk. We aim to be a sustainable business by honoring the importance of people, planet, and profit. We are now in the second generation of family ownership with Adam Campbell at the helm, and we have grown into one of the largest wineries in Oregon. We also have a sister winery, Pike Road, that focuses on affordable wines and collaboration with small farms. Our business culture encourages independent work with a big focus on creative solutions to problems. Elk Cove team members have found opportunities to grow within our company in the vineyard, production, sales, and winery operations, with an average tenure of 9 years.

#### **About the Role:**

**ELK COVE VINEYARDS TASTING ROOM SUPERVISION:** Provides manager-on-duty support as directed by the Tasting Room Manager. This may include supervising the day-to-day hospitality services for Elk Cove when the Tasting Room Manager is not present, ensuring that guests are treated with exceptional customer service, the facility is clean and orderly, and wines/merchandise are always available. Regularly hosts guests for high-quality seated experiences and walk-in tastings. Can execute responsibilities with minimal supervision when needed.

**WELCOMING:** Greets all guests in a timely, welcoming, and friendly manner. Determines if guests are Elk Cove Wine Club members, general public, or have a reservation for a seated tasting. Explains tasting experience and directs guests to specific tasting areas. Monitors guest reservations in Tock software.

**VIP, DISTRIBUTOR, MEDIA, MEMBER AND CONSUMER VISITS:** Supports VIP visits and elevated tasting experiences as directed by the Tasting Room Manager

**EVENTS:** Available to work the occasional onsite or offsite event as directed by the Direct Sales Manager

**OTHER DUTIES:** As with all positions at Elk Cove, other jobs or special projects may arise outside the realm of this job description. Successfully executing other assignments on an as-needed basis is appreciated and expected of every employee.

#### **Key Responsibilities:**

- Leads daily tasting room operations in partnership with the Tasting Room Manager, including providing ongoing training and support to Tasting Room Associates. This may include bringing part-time associates up to date on current sales features and promotions as well as that month's featured flight wines.
- Hosts trade guests, wine club members, industry guests, and general customers with an emphasis on gracious hospitality, education, and sales.
- Manages monthly and daily Tasting Room sales goals in collaboration with the Tasting Room Manager in the following metrics: TR sales, club signups, TR AOV. Helps ensure the team is staying on track toward those goals as month-end approaches.

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- Assists DTC team sales outreach with ongoing RedChirp and phone sales campaigns. Assign outreach to team members when gaps in hosting (aka slow days) allow for it as part of an effort to reach daily and monthly sales targets in all concierge sales channel goals.
- Industry outreach: keeps regular contact with industry partners, including winery, hotel, and tour operator partners.
- Maintains wine inventory by conducting a monthly count for supply accuracy. Alerts the Direct Sales Manager of any SKUs in low supply.
- Contributes to weekend pre-shift meetings in collaboration with the Tasting Room Manager.
- Keeps track of points earned by the Tasting Room team.
- Prints menus, ensuring levels are maintained with all collateral, including correct vintages, library selections, and on-site inventory of DTC library menus.
- Counts the cash drawer at opening and closing and makes change daily.
- Checks voicemail and RedChirp messages daily, assists the management team in answering phones on high sales volume days.
- Packs retail, club, donation, and shipping orders as needed.
- Assists with setup of Patio season tables, chairs, and umbrellas, and maintains the outside guest areas according to the Opening and Closing checklists.
- Assists in managing menu prep for high volume days, Works with kitchen staff on weekends to ensure accurate portioning and creation of boards through high season.
- Acts as the Service Leader / Maitre D', anticipating the needs of all guests and other hosts, as well as managing the floor in anticipation of reservations, walk-in traffic, and Club pick-ups. Is able to achieve this with a dedicated section during all service hours.
- Participates in TR sales and planning meetings as assigned by management.

This position requires a Wednesday through Sunday schedule. Pay rate is \$21-\$23/hourly DOE; this position also receives tips (increases hourly rate by \$10/hour on average), commissions, education opportunities, and wine perks, with benefits kicking in following an introductory period.

**To apply:** Candidates please send resume, cover letter, and references to Adam Foster– [afoster@elkcove.com](mailto:afoster@elkcove.com).