

# **Title: Kennel Master (tasting room manager)**

**Reports To:** General Manager and Owner

**Job Type:** Full-Time (35-40 Hours A Week)

**Job Location:** In-Person, 15593 Sunnyslope Road, Caldwell, Idaho 83607

**Pay:** \$16.00 Per Hour Starting Wage with commissions and benefits

## **The Abouts**

The Kennel Master (KM) reports to the General Manager (GM) and the Owner. Oversees the training and supervising of the Wine Guides (WG) and makes decisions on the day-to-day operations of the tasting room. The KM will also collaborate with the GM on strategies, efficiencies and incentives to implement best practices in delivering exemplary customer service, generating and maintaining subscription memberships, maximizing sales, and the continuity of the teamwork environment.

## **The Job**

- All regular WG duties
- Train, educate, and supervise the WG
- Create and uphold a non-toxic work environment that facilitates the mission statement of the company, working as a team towards goals and incentives regarding education, subscription members and sales
- Create postings on open positions (print and digital), and conduct interviews to fill those positions, consulting with GM on hiring decisions
- Ensure all hired personnel completely fill out all hiring paperwork and sign where necessary, and send to appropriate recipient
- Ensure all employees are E-Tips certified before serving, being conscientious of expiration dates on long-term employees

- Set a monthly work schedule for all WG's with consideration to first-come-first-serve requests and events
- Oversee the cleanliness of tasting room, deck/porch, front of building and parking lot including road skirt, mailboxes and any planters
- Ensure all staff has equipment necessary to perform their duties as assigned
- Assigns a chain of command and a list of tasks when not present or available
- Manages the inventory of goods and supplies, keeping logs current and up to date
- Create or collaborate to distribute newsletters, social media posts, and events
- Ensures all equipment and devices are in working order and ready for use on a daily basis
- Ensure all digital media is up-to-date, referring to GM when it is not
- Ensure all orders, including shipping orders, are completed in a timely manner, with regards to weather holds
- Creates and manages all social media and an editorial calendar
- Host or oversee special tastings by appointment when needed
- Apply for Winery Sponsored Event Permit, when needed for any tastings off-premise
- Answer phone, emails, texts, and social media direct messages, during work time hours, regarding:
  - Questions from customers and members
  - Subscription cancellations and holds
  - Large, Business or Event tastings
  - When appropriate, taking down a message or task and relaying to GM for completion
- Make executive decisions, when the GM is not readily available, to give direction or answer questions on:
  - Last-minute staffing issues (such as an employee calling in sick)

- Serving potentially intoxicated guests
  - Fitting in a last-minute groups
  - Closures due to weather conditions
  - Any other emergency situations or decisions
- Other duties as assigned by the Owner or GM

## **The Requirements**

- Aged 21 and over
- Outgoing and compromising attitude with ability to be firm when needed
- Comfortable and professional appearance and demeanor
- Ability to lift and carry 50 lbs regularly
- Excellent communication skills in all forms
- Can multitask and work under pressure
- Must be able to work some holidays and extended hours, if needed (such as a group not finishing their tasting until after closing)

## **The Extras**

- Wine And/Or Winemaking Knowledge
- Hospitality Experience
- Foreign Language Skills

## **The Benefits**

- Employee Discounts
- Tips
- Retirement plan

## **The Opportunity**

Free Dog Wines is completely committed to being an equal employment opportunity for anyone! You have an opportunity for employment, regardless of your sex, race, color, age, religion, creed, sexual orientation, national origin or citizenship (as long as you have verification that you can legally work in the US), ancestry, physical or mental disability, medical condition (cancer or genetic characteristics), marital status, gender (including gender identity or gender

expression), familial status, military or veteran status, genetic information, pregnancy, childbirth, breastfeeding, or related conditions, tattoos, piercings, or any other group or category within the framework of the applicable discrimination laws and regulations. Basically, if you are able to pour wine and deal with an assortment of people and situations, you have the opportunity for this position.

We are committed to creating a diverse and inclusive environment so we strongly encourage you to apply.