



Trump Winery in Charlottesville, Virginia is looking for a professional, energetic, enthusiastic, results-driven individual to manage our guest experience and oversee tasting room operations as the Tasting Room Manager. The position is full-time, with weekend and holiday availability required. The Tasting Room Manager oversees the development and management of a productive, professional, results-oriented tasting room team and will continue to refine and deliver the ultimate guest experience. Success will be measured in guest traffic, wine club enrollments, engagement with the hospitality community and overall growth of Tasting revenues. We provide a fun atmosphere with an opportunity to grow, competitive pay with benefits including medical and dental insurance, PTO (paid vacation, sick days, and holidays) as well as discounted hotel rates at Trump Hotels, and winery discounts.

ESSENTIAL DUTIES:

- Management of Tasting Room staff including: interviewing, hiring, training, assigning/directing work, scheduling, evaluating staff, rewarding and disciplining employees, addressing complaints and resolving problems ensuring that the team is providing exceptional customer service
- Ability to create and maintain a fast paced, gracious and highly productive team 'culture' that is focused on making the guest experience the best it can possibly be, every time
- Accountability for executing all tasting room operations including opening/closing procedures, inventory (order, stock, and maintain all inventory), maintain a friendly, warm and clean tasting room environment inside and outside at all times
- Excellent relationship building, communication and customer service skills: anticipate customer needs, respond intelligently to visitor questions regarding wine, wine making, and other Trump Winery operations (where wines are sold at retail outlets, restaurant, internal and external events, festival schedule, etc)
- Understand and adhere to budgets: achieve monthly, quarterly and annual Tasting Room sales objectives for guest traffic and customer acquisition, wine sales, wine club enrollments and positive guest feedback; control inventory, labor, expenses and cash management, ensure best product/services are received and at the best possible price; ability to be creative and flexible to adjust programs in order to achieve goals
- Assist Tasting Room staff in their duties when needed; work in tasting room alongside team; host visitors and model the behavior that is expected from tasting room staff; other duties as necessary to be an active team member, doing what is necessary to help the business run smoothly and efficiently
- Assist Director of Food and Beverage, Wine Club Manager, Director of Events and other members of the management team with consumer/hospitality outreach efforts; support trade relations effort by hosting current and prospective resellers including sommeliers, brokers, distributor personnel and restaurant or retail store staff; assist with the creation and implementation of promotional programs and winery events to grow winery traffic and consumer sales; represent Trump Winery at offsite events to support both direct to consumer channels and attend offsite training or industry events and symposiums as required

REQUIREMENTS:

- BA or industry related certification/education or related experience

- Positive, professional, detail-oriented, discrete, and able to handle multiple tasks simultaneously
- Self directed, motivated, independent and able to take direction; “can do” leadership attitude
- Outstanding oral and written communication skills; ability to speak effectively before groups of customers, employees, and peers
- Outstanding customer service; sincere desire to create a memorable guest experience; handle pressure gracefully; commitment to excellence and high standards
- Must be able to work weekends and holidays
- Must be able to lift, carry, push/pull 50 pounds; stand on feet for 8 hours
- Proficiency with Word, Excel, Outlook, PowerPoint, ai; experience with POS, email marketing, web sales and social media
- Strong math skills
- Excellent relationship building, communication, customer service, and problem solving skills

Trump Winery is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, national origin, disability, age, protected veteran status, or other categories protected by federal, state, and local law.

Trump Winery participates in the E-Verify Program (Identity and Employment Eligibility Verification) and uses E-Verify to confirm work authorization. Candidates must be eligible to work in the United States.

Este Empleador participa en E-Verify (Verificación de Documentos de Identidad y Elegibilidad de Empleo).