

WILD GOOSE WINERY

Tasting Room Associates

Full-time & Part-time (Seasonal May – October)

Wild Goose Vineyards & Winery is seeking enthusiastic and energetic individuals to join our winery team to promote some of the best wines in the Okanagan and deliver an exceptional guest experience.

If you are passionate about wine, enjoy customer interactions, are sales driven and would like to work for an established Okanagan Falls winery that has been producing exceptional wines for over 30 years, then this opportunity may be right for you!

DUTIES AND RESPONSIBILITIES:

- Actively learn the corporate history and story of Burrowing Owl Vineyards LTD (Burrowing Owl Estate Winery, Wild Goose Winery, among other entities) and embrace the mission, vision, and corporate values so as to become a positive and authentic representative of the Company.
- Contribute as an effective team member with other associates, bistro staff and other winery personnel
- Actively engage in Tasting Room duties as required, including but not limited to: pouring, cash, greeting, off site events and other operational duties as required.
- Actively work with team members to maintain a clean and tidy Tasting Room. This includes: taking out garbage, recycling, dusting, mopping floors and other general cleaning
- Provide an engaging and memorable experience for all guests that creates brand loyalty and supports wine sales
- Use effective and appropriate communication, including active listening to build relationships, identify opportunities to sell wine, promote the bistro and other winery events as applicable
- Assist guests with purchases, process sales transactions, stock wine, maintain cleanliness of tasting room and all public areas and perform opening and closing duties
- Perform other duties as assigned by management, may include packing, shipping, bottling, etc.

KEY SKILLS & ABILITIES:

- Sincere, enthusiastic and personable attitude
- Self-motivated with a passion to make a difference and contribute to individual and team results
- Maintain a positive work environment utilizing clear and effective communication with guests and all team members
- Able to think on their feet, solve practical problems and handle stressful situations in a positive and effective manner
- Able to multi-task and maintain positive outlook in a face-paced environment
- Ability to deal effectively with high volume of guests in a calm and confident manner
- Creative, flexible, and innovative team player
- Ability to make engaging presentations to individuals and/or groups at all levels of an organization or the public

KEY REQUIREMENTS:

- Minimum 1 year of previous retail/sales or hospitality experience, preferably in a wine shop or comparable environment
- Must be able to work a flexible schedule including weekends and holidays
- Must have reliable transportation
- Must be at least 19 years of age
- Valid Serving It Right Certificate
- Able to stand for long periods of time and routinely lift 40lbs
- Wine knowledge (WSET considered an asset)

We Offer:

Salary: \$19 - \$20

Additional pay: Tips and incentives

Benefits: Staff discount and wine allocation