

MacRostie Winery & Vineyards: Wine Ambassador (Part-Time)

Over the past three decades, MacRostie Winery and Vineyards has established itself as one of the Sonoma Coast's defining wineries, and a leader in a bright, balanced and age-worthy style of Chardonnay and Pinot Noir. Where MacRostie has led—both stylistically and geographically—others have followed.

Our exciting new chapter began in February of 2015 as we opened the MacRostie Estate House winery and hospitality center. Perched above a stunning vineyard on Westside Road in the heart of the Russian River Valley, our new home has become a prime new destination on this storied wine road. A combination of world-class hospitality and remarkable wines is our hallmark.

We are seeking exceptional, experienced talent with deep roots in sales, hospitality and the wine industry and an innate passion for wine. If you want to be an integral part of our opening hospitality team and build something uncommon together, then we want to hear from you.

This position will be primarily for weekend work, with potential to expand to full-time seasonally or as visitation dictates.

Purpose

- Provide world-class hospitality experiences to all visitors
- Maintain and grow business with established customers and develop business with new customers

Job Responsibilities

- Host seated wine tasting experiences and winery tours, including pre-setting tables with glassware/wine lists, manage the table, re-set table for new guests
- Deliver exceptional customer service to drive sales, repeat visits and wine club sign-ups
- Become totally fluent on our point of sale systems
- Learn, maintain and add knowledge of our winery history and current release wines on an ongoing basis
- Provide follow-up emails and handwritten notes to customers
- Work at any winery special and private events as needed
- Make safety a priority and champion a safety culture with the team
- Contribute to and deliver on team culture and engagement plans

Skills

- Best in class customer relationship management
- Demonstrate a team-first culture, with priority on teamwork to deliver the best customer experience
- Strong communication verbal/presentation and written skills
- Strong multi-tasking skills
- Self-starter and ability to work autonomously

Knowledge

- Knowledge of and passion for wine and the wine industry
- Bachelors degree preferred
- Proficient in Microsoft Office including Outlook, Word, Excel
- Previous point of sale system experience preferred

Experience

- Previous experience in one or more of these areas: sales, hospitality, winery tasting room
- Previous tasting room or restaurant service experience preferred

Other Requirements

- Weekends work required (Saturday, Sunday and potentially Friday)
- Support all winery events
- Able to lift minimum 40 lbs and standing/walking for extended periods of time

Job Type: Full Time

Location: MacRostie Winery, 4605 Westside Rd., Healdsburg, CA

Compensation: \$15/hour + generous sales incentives

This position reports directly to the MacRostie Hospitality & Events Manager.

