

Job Title: Tasting Room Assistant Manager
Reports to: Tasting Room Manager
Classification: Full-time, Nonexempt
Location: Templeton (Paso Robles)

Turley is a family-owned company with wineries in St. Helena, Templeton (Paso Robles) and Plymouth (Amador). A passionate producer and advocate of old vine Zinfandels, we make over 50 wines, the vast majority of which are single vineyard designate Zinfandels and Petite Syrahs. We aim to both create and preserve California's unique winemaking culture. We are as loyal and committed to our people as we are to our winemaking standards. We value integrity, authenticity, and taking care of our employees.

The Assistant Manager will supervise the tasting room team, lead focused tastings, wine sales and staff education, conduct monthly inventory, process orders and perform necessary back office functions. As a hospitality professional and ambassador of Turley, we'll need you to lead by example in creating a gracious experience, supporting a harmonious team culture, and meeting department goals. We will count on you to be here as scheduled, remain calm under pressure, and address any issues in a positive, solution focused manner that puts both customers and the team at ease.

PRIMARY RESPONSIBILITIES:

- Serve as the acting floor manager and maintain a dependable, service oriented presence
- Work in partnership with tasting room manager to achieve department sales goals
- Lead by example in performance of all tasting room responsibilities and communications
- Assist with staff training in wine education, policies and procedures, and POS system
- Handle opening and closing duties including preparing cash drawers, daily reconciliation and banking
- Host private tastings and assist with special events
- Conduct monthly physical inventory
- Handle order processing and wine shipping
- Lead ongoing staff trainings
- Manage occasional conflict and difficult situations/conversations with tact
- Take ownership of checklists, tasting room upkeep/presentation, and task delegation
- Help onboard new employees and train staff on all basic tasting room duties
- Be the in-house expert on POS and reservation systems

ESSENTIAL JOB DUTIES AND PHYSICAL REQUIREMENTS:

- Work a consistent Thursday-Monday schedule with occasional overtime; weekends/holidays required
- Maintain hospitality standards while managing multiple tasks, priorities, customers and staff
- Communicate graciously and appropriately with guests and team members
- Perform job responsibilities effectively and professionally in a fast-paced environment
- Work collaboratively with other departments and TWC locations
- Maintain organized and tidy public spaces, work areas, systems and records
- Lift and move wine cases repeatedly throughout a shift (up to 45 pounds)
- Operate and move a hand truck holding 3 cases of wine (120 pounds)
- Open, smell, taste and pour wine; perform opening and closing duties and various housekeeping tasks
- Follow written and verbal instructions, accurately identify wine labels and read small print
- Frequently stand, move, and walk for long periods of time
- Bend, squat, climb, push, stoop, and crouch repeatedly
- Use arms, hands and fingers to consistently and accurately operate a register, telephone, printer, and basic office productivity machinery
- Open and pour wine repeatedly throughout shift

QUALIFICATIONS:

- 3+ years of recent supervisory experience, preferably in a hospitality environment
- Knowledge of wines and wine production is required; Sommelier certification or WSET preferred
- Bachelor's degree preferred or relevant work experience
- Valid California driver's license and clean driving record, forklift certification a plus
- Stable work history
- Proficiency in Microsoft Office Suite (Word, Excel, Email), POS and reservation systems
- Ability to perform physical inventory, and to count and enter data accurately
- Proficiency in office/admin tasks and shipping
- Excellent communication and presentation skills, both written and verbal
- Highly organized and detail oriented
- Merchandising experience a plus
- Spanish fluency a plus

Compensation: \$26-29 per hours non-exempt (DOE) plus sales incentive, bonus, profit sharing/401(k), full benefits package (medical/dental/vision/life/LTC), paid vacation and holidays, employee wine program, and educational opportunities for professional development.

Qualified candidates will have recent supervisory experience in the hospitality industry, strong wine knowledge, competent admin/order processing/computer skills and stable work history.

Please email resume and cover letter for consideration. Thank you for your interest in working with us.