

# Arrington

## VINEYARDS

### **Position: Retail Operations Manager**

We are a company that cares about its people, guests, culture and of course wine! We are currently seeking an experienced Retail Operations Manager with a passion for retail operations, training, and team development. If this sounds like You, join us!!!

### **Compensation: Salary Full-time**

**The schedule for this position is Thursday – Monday (off Tuesday & Wednesday)**

### **What You Can Expect From Us:**

- Competitive base salary
- Bonuses & Tips
- 10 days PTO, after 60 days
- Health Benefits
- 401k with 4% company match after 1 year
- Continued wine education, and paid certifications
- Wine allotment & Merchandise discounts
- Company phone & laptop
- Closed New Year's Day, Thanksgiving, Christmas
- Amazing Team & fun culture!

### **Responsibilities**

#### **Staff Management:**

- Overseeing and planning for our highest grossing days
- Scheduling of retail employees, partnering with Wine Club/ Shipping and Experience departments
- Evaluating effectiveness of programs, staffing levels and efficiency by performing periodic reviews and auditing customer feedback on a regular basis, implement changes as needed to reach goals and objectives.
- Determine hiring needs, work with GM for interview setup
- Responsible for interviewing & onboarding training schedule
- Performance reviews of retail staff, and corrective counseling
- Monitoring & verifying employees time and attendance
- Shift Manager annual reviews

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### **Miscellaneous**

- Scheduling of Parking, using outside vendor
- Forward maintenance & retail needs to necessary departments
- Assist with hospitality duties, such as scheduling of VIP tours & tastings, Club Event.
- Back of house organization/ operation
- Monitoring wine release for retail locations, alerting warehouse manager of increase of wine inventory in retail locations

### **Qualifications:**

- 3+ years of management of people experience in a hospitality setting (restaurants, retail, concert arenas)
- Scheduling experience of 25+ employees, HotSchedules knowledge would be a bonus
- Excellent communication skills, both verbal and written
- Capable of lifting up to 50 pounds
- Experience with POS system, Commerce7 knowledge would be a bonus
- Likes winery cats 😊