



## **JOB DESCRIPTION**

**Job Title:** Visitor Center Support Staff

**Department:** Hospitality & Visitor Center

**Status:** Non-Exempt

**Reports to:** Hospitality Supervisors

**SUMMARY:** The objective of this position is to ensure smooth operations in the Visitor Center through support of daily activities.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

- Helps maintain wine inventory, visual displays, and merchandise; stocks shelves
- Actively supports staff by washing glasses, setting up for events, cleaning, and aiding retail operations
- Write up sales receipts, operate cash register, and fill wine orders
- Assist customers by taking wine purchases to their cars
- Other duties as assigned by supervisor

## **SKILLS, KNOWLEDGE, AND ABILITIES**

- Good communication and interpersonal skills
- Ability to be a 'team player'
- Ability to learn the St. Supéry story and communicate it to visitors as needed
- Winery and/or restaurant experience preferred
- Customer service experience
- Able to learn use of AMS software

## **JOB REQUIREMENTS:**

- Able to lift and carry 40 lbs.
- Must be well organized and able to manage multiple tasks in a timely and professional manner.
- Must be able to perform a variety of tasks, including operating the cash register and general housekeeping
- Ability to communicate and work well with others, including customers, trade visitors, management, supervisors, and co-workers
- Must be available to work scheduled days and have flexibility to work different schedules or hours when necessary
- Must be willing to perform any other job functions deemed necessary by management.
- Must maintain a professional demeanor in dress and manners.

**SUPERVISORY RESPONSIBILITIES:** None

**QUALIFICATION REQUIREMENTS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION AND/OR EXPERIENCE:**

High school graduate or equivalent. Some customer service experience; winery and/or restaurant experience preferred.

**LANGUAGE SKILLS:**

Must be fluent in English. Must have good communication skills. Must be able to present information and respond to questions from Hospitality Supervisors, other co-workers and management, clients, customers, and the general public.

**MATHEMATICAL SKILLS:**

Ability to calculate figures and amounts such as sales totals, sales tax, discounts, proportions, and percentages.

**REASONING ABILITY:**

Ability to define problems, collect data, establish facts, and draw valid conclusions.

**PHYSICAL DEMANDS:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand for up to 8 hours in a day; walk for up to 8 hours in a day; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms. The employee is occasionally required to sit; climb or balance; stoop, kneel, crouch, or crawl.

The employee must regularly lift and/or move up to 40 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception, and the ability to adjust focus.

**WORK ENVIRONMENT:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee frequently works in a tasting room visited by the public, in stock rooms, and kitchens. The employee occasionally will be near moving mechanical parts and occasionally exposed to fumes from wine or the winemaking process.

The noise level in the work environment is usually moderate.