



Sommelier

Domaine Serene Wine Lounge

Portland, OR

Pursue Your Passion for Wine with Domaine Serene!

Domaine Serene seeks an experienced, driven Sommelier to build relationships and inspire customers on their wine journeys. We are looking to hire the best of the best—a hardworking and dependable team player, eager to learn and excel. The Sommelier is a full-time, benefitted position with highly competitive pay, eligible for our generous incentives and bonuses with opportunity for career advancement. We offer a deep education in Oregon and Burgundian wines, and a rewarding career growth path for top performers.

We are Domaine Serene, America's Most Acclaimed Winery. Founded in 1989 by Ken and Grace Evenstad, we are the only winery in the world to have secured a top 3 or better ranking for Pinot Noir and Chardonnay from Wine Spectator's coveted Top 100 Wines of the Year list. Located at the top of the Dundee Hills in the Northern Willamette Valley, Domaine Serene's picturesque Winery Hill Estate is home to one of the world's most advanced winemaking facilities, and most luxurious tasting experience facilities. Evenstad Estates owns and meticulously manages over 1,000 acres of land, including 275 acres of hillside Pinot Noir and Chardonnay vineyards, all of which are dry-farmed and LIVE certified sustainable.

In 2015, the Evenstads purchased Château de la Créé, a 15th-century chateau and state of the art winery located in Santenay, Burgundy. With 25 acres of sustainably farmed vineyards throughout the Côte de Beaune, the French portfolio in Burgundy consists of three brands: Les Tourelles de la Créé, Château de la Créé, and Maison Evenstad.

Mission: The Sommelier provides an exceptional brand experience for consumers through the highest level of product knowledge, hospitality, and customer service. The Sommelier broadens our reach by nurturing both new and existing clients to further the Evenstad Estates brand. This person works as part of a highly skilled and flexible team of Sommeliers that assists in leading and training our Wine Specialists in our multiple wine venues.

Company Core Values:

- Integrity
- Quality Focus
- Continuous Improvement
- Perseverance
- Hard Work

- Commercial Courage
- Loyalty

Core Competencies:

- Drive for Results
- Innovation
- Operational and Product Excellence
- Agility
- Proactive Communication
- Business Savvy
- Customer Service
- Industry Leadership

Roles and Responsibilities:

- Elevates wine culture and knowledge among winery Hospitality team. Exudes excitement for the brand and a contagious passion for wine, motivating others to enhance their knowledge of wine.
- Independently supervises tasting room and staff while taking a small section of guests.
- Leads guests through tasting flights, educating them on Evenstad Estates brands, wines, vineyards and story.
- Assists Winery Ambassadors in leading events at our multiple wine venues. Performs various duties to help ensure the success of the event.
- Assists with mentoring and training Wine Specialists and Support Staff on hospitality service standards.
- Thoroughly follows opening and closing procedures of the wine venue including, but not limited to, wines for sale, tasting room flight sheets, food menus, sample wines and venue cleanliness.
- Maintains wine inventory and storage to avoid any variances and assists the Lounge manager to prepare orders and receive deliveries.
- Drives hospitality sales through experiences and engagement with guests.
- Builds relationships with our Members/VIP's to increase client satisfaction and retention.
- Actively promotes the sale of Evenstad Estates Memberships and wine.
- Secures and hosts tasting appointments with top clientele
- Maintains and grows personal Outreach Key Contacts, sales and business to reach and exceed both individual and location goals.
- Agile and enthusiastic learner, who will be comfortable moving fluidly between projects, locations and roles.
- Ability to produce and distribute end-of-shift reports.
- Consistently projects a positive company image that is focused on the customer.
- Interacts with guests in a tasting room. Follows expectations outlined in Domaine Serene's social distancing and all Covid policies and protocol.
- Communicates effectively using open, professional dialogue and solution focused communication.
- Actively seeks information to better understand company-wide business.
- Works collaboratively in a team environment with a spirit of cooperation.
- Maintains regular, reliable and punctual attendance. Position will require flexibility in hours and days worked and includes weekend and evening availability.
- Other projects and duties as assigned.

Requirements and Qualifications:

Associate's degree or Bachelor's degree from a four-year university with a focus in hospitality or business is preferred. Two or more years of experience in inside sales, outreach or customer service for a premier or luxury brand. Has experience working in fine dining restaurants and has a thorough understanding of the luxury hospitality industry and its standards. Proficient in Vin65/Wine Direct and Wine Club processing. Detail-oriented work habits and strong organization skills. Must have problem-solving, multi-tasking and interpersonal skills. Ability to work under pressure and make decisions independently. Demonstrated knowledge of MS Office, including Word, Excel and PowerPoint.

Certificates, Licenses and/or Registrations:

Must have OLCC Service Permit. Certified Sommelier, CSW or WSET Level 2 preferred.

Physical Demands & Work Environment:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties of this job. The work environment characteristics described here are representative of those an employee encounters while performing the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

While performing the duties of this job, the employee is regularly exposed to work near moving mechanical parts and outdoor weather conditions. The employee is regularly required to sit, stand, walk, use stairways to climb to multiple floors within office building, and talk or hear. The employee is occasionally required to use hands and fingers to type or dial, climb or balance, stoop, kneel, crouch or crawl, and reach with hands and arms.

The employee must occasionally lift and/or move up to 50 pounds moving heavy boxes of wine, furniture, and supplies to wine access storage, refrigerated areas, the selling floor and other areas as directed. Specific vision abilities required by this job include close vision, color vision, distance vision, depth perception, and ability to adjust focus. The noise level in the work environment is usually moderate to loud. The work environment for this position has frequent temperature swings as the person in this role moves between the guest space, outdoors, dishwashing area, refrigerators and working next to kitchen equipment.