



Winery Specialist/Experienced Server

Domaine Serene Wine Lounge

Bend, OR

Pursue Your Passion for Wine with Domaine Serene!

Domaine Serene seeks an experienced, driven Winery Specialist/Server 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 Winery Specialist/Server is an hourly position with highly competitive pay and eligible for our generous incentives and tips with opportunity for 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 Winery Specialist/Server provides an exceptional brand experience for consumers through the highest level of product knowledge, hospitality, and customer service. The Winery Specialist/Server 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 Ambassadors, Sommeliers and Hospitality Specialists that assists in generating sales and elevating guest experiences.

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:

- Leads guests through tasting flights, wines by the glass and bottle, tasting menus and educating them on Evenstad Estates brands, wines, vineyards and story.
- Actively communicates club opportunities and encourages membership with every table.
- Assists in execution of events at our multiple wine venues, performing various duties to help ensure the success of the event.
- Able to assist in making reservations.
- Encourages wines sales to go for guests.
- Assists in mentoring Support Staff.
- Demonstrates and upholds hospitality service standards.
- Thoroughly follows opening and closing procedures of all wine venues including, but not limited to, wines for sale, tasting room flight sheets, food menus, sample wines and venue cleanliness.
- Proactively maintains a consistent inventory of available wines and keeps the tasting room stocked with marketing materials such as sales brochures and tasting notes.
- Maintains cleanliness and organization of the tasting room.
- Handles routine purchasing transactions including operating cash registers, accounting of daily sales and efficiently and correctly inputting customer shipping orders.
- Drives hospitality sales through engagement with guests.
- Builds relationships with our Members and guests.
- Develops a thorough understanding of Evenstad Estate wines, winemaking techniques, and winery history to educate guests on all aspects across all brands.
- Actively promotes the sale of Domaine Serene wines, Evenstad Estates Memberships and merchandise.
- Consistently projects a positive company image that is focused on the customer.
- Communicates effectively using open, professional dialogue and solution focused communication.
- Interacts with guests in a Wine Lounge. Follows expectations outlined in Domaine Serene's social distancing policy.
- 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 may require flexibility in hours and days worked and include some weekends or evenings.
- Other projects and duties as assigned.

Requirements and Qualifications:

High School diploma or equivalent. Bachelor's degree from a four-year university is preferred. One or more years of experience of wine or wine related sales. 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 a plus. 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. Must have wine experience.

Certificates, Licenses and/or Registrations:

Must have valid OLCC Service Permit.

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, 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.