



Assistant General Manager

Domaine Serene Bend Wine Lounge

Bend, OR

Pursue Your Passion for Wine with Domaine Serene!

Domaine Serene seeks an experienced, driven Assistant General Manager 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 Assistant General Manager 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.

Mission: The Assistant General Manager provides an exceptional brand experience for consumers through the highest level of product knowledge, hospitality, management and customer service. The Assistant General Manager 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 elite team of specialists to support DTC sales, Outreach, Wine Club, and operations overall and is driven to inspire and educate our staff and customers.

Roles and Responsibilities:

- Elevates wine culture and knowledge among lounge Hospitality team.
- Exudes excitement for the brand and a contagious passion for wine, motivating others to enhance their knowledge of wine.
- Independently supervises lounge and staff ensuring guest satisfaction and proper operations.
- Takes responsibility for assigned areas and teams to strengthen the work performance and elevate successes.

- Leads guests through tasting flights, educating them on Evenstad Estates story, brands, wines, and the vineyards.
- Assists with creating and training staff on hospitality and service standards.
- Drives Club Membership through training encouraging acquisition in Hospitality department.
- 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.
- Mentors and leads Sommelier, Wine Specialists and support teams on ongoing priorities, monthly goals, systems, and processes.
- Maintains and grows personal outreach key contacts and business.
- Assists in local, regional, and national brand focused events.
- Produces and distributes end-of-shift reports.
- Can competently see to the opening and closing of lounges.
- Agile and enthusiastic learner, who will be comfortable moving fluidly between projects and roles.
- Helps to design menus and wine lists and updates websites as needed.
- Assist in the timely completion of bi-weekly payroll.
- Work closely with Private Events Manager to promote and sell event spaces.
- 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 lounges.
- 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:

Associate's degree or Bachelor's degree from a four-year university is preferred. Experience in inside sales, outreach or customer service for a premier or luxury brand a plus. Has experience working in fine dining restaurants and has a thorough understanding of the luxury hospitality industry and its standards. Proficient in Wine Direct and Wine Club processing or other POS and reservations modulus such as TOCK. Knowledge of InDesign/Adobe 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. 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.

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