



Clubhouse General Manager

Domaine Serene Vineyards & Winery

Dayton, OR

Pursue Your Passion for Wine with Domaine Serene!

Domaine Serene seeks an experienced, driven Clubhouse 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 Clubhouse 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 Clubhouse General Manager provides an exceptional brand experience for consumers through the highest level of product knowledge, cost control, and team management. The Clubhouse 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 and is driven to inspire and educate our staff and customers while proactively managing all aspects of tasting room operations at Domaine Serene, working to develop a team that passionately promotes the winery as a premier luxury brand, and creating memorable guest experiences.

Roles and Responsibilities:

- Elevates wine culture and knowledge among winery Hospitality team.
- Leads guests through tasting flights while educating them on Evenstad Estates brands, wines, vineyards, and story.
- Actively promotes the sale of Domaine Serene wine, Wine Club, and merchandise.
- Drives Club Membership program training and acquisition in Hospitality department.
- Builds relationships with our Members/VIP's to increase client satisfaction and retention.
- Mentors and leads Ambassador, Sommelier, Wine Specialist teams on ongoing Outreach priorities, monthly sales goals, systems, and processes.
- Manages the day-to-day supervision of Ambassador, Sommelier, Wine Specialist teams in daily service.
- Maintains an effective platform of accountability and performance management to drive results and regularly achieve revenue and club member acquisition goals.
- Generates and distributes end-of-night reports.

- Successfully manages all aspects of tasting room operations: sales plans and initiatives; customer service; inventory accuracy; cash reconciliation; shipping orders; profitability; operating expenses; staff hiring, scheduling, training, and development.
- Effectively partners with the senior leadership team to ensure guest experiences meet the high standards of the brand.
- Provides clear, ongoing communication to the Hospitality team through consistent and timely direction, establishing specific and clearly communicated performance goals and delivering meaningful coaching discussions and timely performance appraisals.
- Develops a commanding knowledge of POS and CRM systems, including ability to effectively perform opening and closing procedures as well as troubleshoot when problems arise. Trains staff to ensure consistent use of systems.
- Ensures that all team members are updated with all current wine and marketplace information including trade information, new release timing and upcoming Club information.
- Responds to questions from team members regarding tasting room procedures; handles and seeks resolution on complex problems from customers and tasting room staff.
- Establishes goals and objectives for full-time direct reports and responsible for conducting meaningful employee reviews in-line with the established timeframe.
- Collaborates with Events teams to execute Hospitality events and visitor programs in a manner that is well organized, within budget and consistent with marketing direction on brand image.
- Conducts VIP tours and tastings.
- Manages schedules for all Hospitality employees including Guest Services and Hospitality team members and approves hours worked for bi-weekly payroll processing. Reduces seasonal staffing as appropriate on slower days.
- Stays current with the trends of the market both locally and nationally to be a top player in all aspects of winery hospitality.
- Agile and enthusiastic learner, who will be comfortable moving fluidly between projects, locations, and roles.
- Consistently projects a positive company image that is focused on the customer.
- Communicates effectively using open, professional dialogue and solution focused communication.
- Actively seeks information to better understand company-wide business.
- Maintains regular, reliable, and punctual attendance. Position may require flexibility and include weekends and some evenings.
- Other duties and responsibilities as assigned.

Requirements and Qualifications:

High School diploma or bachelor's degree is preferred. Three or more years' experience in sales and/ or management in service focused organizations is required. Wine industry experience is required. Proficient in Vin65/Wine Direct, Tock and Wine Club processing. Has a demonstrated knowledge of MS Office, including Word, Excel, and PowerPoint 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.

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 frequently exposed to fumes or airborne particles. 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.