



# Clubhouse Service Manager

Domaine Serene Vineyards & Winery

Dayton, OR

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Pursue Your Passion for Hospitality with Domaine Serene!

Domaine Serene seeks an experienced, driven Clubhouse Service 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 Service Manager is a full-time, benefitted position with highly competitive pay, eligible for our generous incentives and bonuses. We offer a deep education in Oregon and Burgundian wines, and a rewarding career growth path for top performers.

**Mission:** The Clubhouse Service Manager provides an exceptional brand experience for consumers through the highest level of product knowledge, hospitality, and customer service. The Clubhouse Service 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:

### Team Management

- Assists in the onboarding and conducts initial training of all new Hospitality employees in effective ways to conduct Clubhouse Experiences, promote and sell Domaine Serene, Château de la Créé wines and wine clubs, and create long-term relationships with clientele.
- Works with DTC teams to create a unique and team-oriented service environment focused on providing world-class hospitality.
- Provides clear, ongoing communication and wine club training to the Hospitality team through consistent and timely direction, establishing specific and clearly communicated performance goals and delivering meaningful coaching discussions.
- Effectively partners with the senior leadership team to ensure guest experiences meet the high standards of the brand.

- 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; handle and seek resolution on complex problems from customers and tasting room staff.

### **Hospitality Expertise**

- Leads guests through tasting flights while educating them on Evenstad Estates brands, wines, vineyards, and story, actively promoting the sale of Domaine Serene wine, Wine Club, and merchandise.
- Builds relationships with our Members/VIP's to increase client satisfaction and retention; secures and hosts tasting appointments with top clientele.
- Stays current with the trends of the market both locally and nationally to be a top player in all aspects of winery hospitality.
- Stays connected with other local wineries and winery groups.

### **Sales**

- Assists in Club Membership program acquisition in Hospitality.
- Maintains and grows personal Outreach key contacts and business.
- Works with Management to develop strategic and successful tactics for Hospitality employees to drive revenue through all active channels, including Tasting Room, Outreach & Wine Club.
- Generates and distributes end-of-night reports.
- Possess commanding knowledge of POS system, including ability to effectively perform opening and closing procedures as well as troubleshoot when problems arise.
- Other duties and responsibilities as assigned.

### **Who You Are**

- Agile and enthusiastic learner, who comfortably moves 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.
- 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.

### **Requirements and Qualifications:**

- High School diploma or equivalent; Bachelor's degree from a four-year university with a focus in hospitality or business is preferred.
- Three or more years' experience in sales and/ or management in service focused organizations required. Experience in the wine industry is required.
- 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.