



Domaine Serene On-Call Event Associate

TITLE: On-Call Event Associate	DEPARTMENT: Hospitality
STATUS: Non-Exempt Status: Temporary or Part Time Number of Hours per week: 6-25 (or as needed)	DIRECT REPORTS: N/A REPORTS TO: Hospitality Manager

Founded in 1989 by Ken and Grace Evenstad, Domaine Serene has quickly become Oregon's iconic producer of world-class Pinot Noir and Chardonnay, including Oregon's highest ever rated wine. Located in the heart of the Dundee Hills in the Northern Willamette Valley, Domaine Serene's picturesque winery houses one of the world's most advanced winemaking facilities. With a team of talented winemakers and viticulturists, Domaine Serene utilizes fruit from our three distinct vineyard estates to continually elevate the profile of Oregon wines on the world stage.

On-Call Event Associate Mission: The On-Call Event Associate creates an hospitable environment and memorable guest experience to all event attendees at Domaine Serene. This position is responsible for serving and describing wine and food to guests, and letting guests know how they may purchase Domaine Serene wines, should they so desire. On-Call Event Associates should also be able to describe the benefits of Domaine Serene wine club membership.

Core Position Expectations:

- Greets all guests and pours wines at events.
- Serves food to, and clears used dishes for, event guests.
- Helps set up and break down event spaces.
- Marks tables for meal service.
- Has a thorough understanding of Domaine Serene wines, winemaking techniques, and winery history in order to educate guests on all aspects of the winery.
- Actively promotes the sale of Domaine Serene wines, wine club and merchandise.
- Handles routine purchasing transactions using the POS system and cash register.
- Other duties and responsibilities as assigned.

Essential Job Functions, Knowledge, Skills and Abilities:

- Communicate effectively with Kitchen, Concierge, and fellow Staff using open, professional dialogue and solution focused communication.
- Knowledge of service protocols, including, but not limited to, how to serve plated courses, how to clear used dishes, how to mark tables for service, and how to pour wine and water.
- Familiar with restaurant and banquet service practices.
- Regular, reliable and punctual attendance.
- Excellent customer relations, verbal and interpersonal skills required.

- Must be customer focused and consistently able to maintain enthusiasm and project a positive company image.
- Physical activities required includes excessive standing, walking and will regularly lift and carry up to 45 pounds.
- Job requires the ability and willingness to work a flexible schedule including evenings, weekends and during Open House weekends such as Memorial Day and Thanksgiving

Experience and Other Requirements:

- Previous experience in restaurant, banquet, and/or catering service.
- Experience in the wine industry a plus.
- Must be accustomed to working in a fast-paced environment and demonstrate the ability to multi-task.

Education

- High school diploma or equivalent; Bachelor’s degree preferred.

Professional Requirements (licenses, programs, or certificates): OLCC Service Permit, Oregon Food Handler’s Card

Compensation Profile:

The compensation package is competitive and includes incentive potential.

Process:

Interested applicants should send a resume and cover letter to careers@domaineserene.com.

Employee Signature _____

Manager Signature _____