



RIDGEVIEW
ENGLAND

JOB DESCRIPTION

Job Title : Cellar Door Assistant
Department : Retail & Events
Contact : Hannah Simpson-Banks (Retail & Events Manager)
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Position Overview

The Cellar Door Assistant reports to the Retail & Events Manager on a day-to-day basis and for personal development. The key requirements of this role are to engage with consumers on behalf of Ridgeview at the winery cellar door, host public and private tours and complete a wide range of auxiliary tasks that accompany the role.

Job Functions

- Engaging with customers and conducting cellar door wine tastings
- Ensuring high levels of customer satisfaction through excellent sales service and outstanding visitor experiences
- Hosting public and private tours (following successful completion of in-house training)
- Maintaining a clean, tidy and fully stocked retail area
- Service of food, drinks and general hospitality including setting up, clearing down and light cleaning
- Processing sales including till and cash responsibilities & invoicing
- Developing relationships with customers to drive repeat custom
- General cleaning, tidying and maintaining of the retail area as required
- Assisting with the organisation of tours and tastings
- Driving cellar door sales and tour bookings to assist in reaching retail team targets
- Representing Ridgeview both at on-site and off-site at consumer and trade events

Requirements

- Available to work 3 weeks in 4 and occasional evenings
- Must be able to lift a case of wine (approx. 11kgs)
- Successful completion of 3 months probationary period
- Full, clean driving license
- IT skills including Microsoft Office
- Food Safety qualifications (desirable)
- First Aid at Work qualifications (desirable)

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organisation.