

# Job Description

Job Title: Retail & Events Assistant Manager  
Department: Retail  
Salary: DOE  
12/09/2019

Grade: 3  
Date:



## Position Overview

The Retail & Events Assistant Manager reports to the Retail & Events Manager (R&EM) and is responsible for the day-to-day supervision and management of the Retail & Events Administrator, Cellar Door Assistants and Tour Hosts. The key requirements of this role are to work closely with R&EM to deliver against company and departmental objectives by implementing tourism & sales strategies and maintaining operational standards.

## Work Pattern

- 40 hours per week. To include weekends and occasional evenings, further details will be available during the interview process.

## Job Functions

- Working with the R&EM to implement department sales strategy and manage costs.
- Responsible for the day-to-day management of Retail & Events team.
- Till, cash and invoicing responsibilities including end of day sales reporting and processing wine sales made via the Ridgeview website or taken via telephone.
- Ensuring high cleaning and maintenance standards by managing the completion of daily, weekly and monthly checklists/paperwork.
- Maintaining a clean, tidy and attractive cellar door including merchandise displays.
- Stock control and product ordering.
- Assist with event planning and management.
- Responsible for the management of Ridgeview's offering for corporate/business clients including wine sales, meeting room hire, tours, off-site tastings and Christmas gifting.
- Point of contact for Ridgeview enquiries via telephone, email or written correspondence; signposting as appropriate to provide a timely solution to queries.
- Tour scheduling including public and private tours. Being proactive to maximise bookings.
- Management of multiple CMS including Ridgeview website and third-party tour booking sites.
- Recording, collation and reporting of data.
- Developing relationships with customers to drive repeat custom.
- Ensuring high levels of customer satisfaction through excellent service and outstanding experiences.
- Hosting wine tastings, tours and other onsite events.
- Representing Ridgeview off-site at consumer and trade events, being an ambassador and promoting brand awareness.
- Other tasks and project work as directed by R&EM.

## Requirements

- Successful completion of 6 months probationary period at Ridgeview
- 2+ years' experience within a relevant supervisory or management role
- Experience of leading a team of 3+ people
- Strong IT skills including Microsoft Office
- Self-motivated and highly organised with strong attention to detail
- Excellent verbal and written communication
- WSET Level 2 (desirable)
- Food Safety qualification (desirable)
- First Aid at Work (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.