

GEMTREE TASTING ROOM ASSISTANT JOB DESCRIPTION

Gemtree Wines is a family owned and operated winery based in McLaren Vale. Our vineyards are biodynamic and organically farmed and we are committed to crafting exceptional wines sustainably.

Gemtree Tasting Room Assistants are energetic, dedicated team players with a desire to drive customer-centric focused experiences. Reporting to the Tasting Room Supervisor, they provide exceptional customer service, delivering a premium wine experience to all who visit the Gemtree Tasting Room. A commitment to excellence, attention to detail and dedication to impeccable service will see you become a valued member of Gemtree's growing family business.

Key Responsibilities:

- Provide exceptional customer service to all who visit the Tasting Room.
- Deliver a premium wine experience for all Tasting Room visitors ensuring meticulous communication of the Gemtree product, brand and philosophy.
- Assist in driving a customer-centric culture in the Tasting Room and across the business.
- Assist and contribute to meeting sales targets, budgets and KPI's of the business unit as directed by the Tasting Room Supervisor.
- Promote Gemtree's wine club and database portfolio by building and maintaining professional relationships with customers and achieve pre-determined sales targets as directed by management and the Tasting Room Supervisor. This includes but not limited to follow-up of new and existing members, member "check-in" and assisting members with enquiries or any other related tasks as directed.
- Support the delivery of wine club activities including tele sales and communication, member shipment support, Insider Tastings and other events as directed.
- Conduct Biodynamic tours and related tourism experiences as required.
- Assistance in executing events as directed by management.
- Completion of transactions for the purchase of all Tasting Room products- this involves accurate input of sales into the POS system, handling of cash and credit cards as well as associated end of day processes.
- Support the Tasting Room Supervisor in implementing and maintaining administrative procedures including but not limited to POS systems, MYOB, data entry along with any other administrative tasks required.
- Assist in the ordering and stock control of all wine, food, non-alcoholic drinks, consumables and supplies for the Tasting Room as directed by the Tasting Room Supervisor.
- Responsible for the preparation and presentation of food plates and contribute to menu updates as required (in consultation with management).
- Responsible service of alcohol.
- Answering telephone and email enquiries as directed by the Tasting Room Supervisor.
- Representation at outside Cellar Door Events/ Committees when required.
- Assist in the continuous improvement and ambience of the Tasting Room and surrounds including the general cleaning of the Tasting Room, surrounds and amenities.

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- Conduct other tasks from time to time as directed, and assist in all areas of the business when required.

Key Attributes:

- Exceptional customer service skills with high expectations for quality.
- Excellent communication and interpersonal skills both in person and by phone with high levels of professionalism and confidence in conducting phone sales.
- Wine knowledge and/or experience in a hospitality environment (min 2 years preferred).
- WSET training preferred or a willingness to undergo WSET training.
- Passionate about the environment with knowledge of or interest in Biodynamic and Organic farming practices.
- Knowledge of key administrative processes in a sales environment including experience in the use of Microsoft Word, Microsoft Excel, Outlook, MYOB and POS systems.
- Skilled in driving sales with a proven sales track record.
- High standard of personal presentation.
- Friendly, honest, punctual and reliable.
- Ability to work under pressure- both autonomously and in a team environment.
- Ability to self-motivate.
- Ability to plan and prepare.
- Ability to work co-operatively as part of a team.
- Ability to achieve targets and meet deadlines.
- Ability to solve problems.
- Display behaviours & values in line with Gemtree's expectations.
- Positive mindset.
- Ability to work unsupervised and accomplish projects with little supervision.
- Possession of Responsible Service of Alcohol (RSA).
- Drivers licence.

Desirable Attributes:

- Possess a "can-do" attitude.
- Team player.
- Quick learner.
- Flexible and able to adapt quickly when needed.

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