

DIFFRACTION

everyday wines by the makers of Cairdeas

JOIN TEAM DIFFRACTION

HEAD OF WINE & GAMES

Diffraction is everyday wines crafted by the makers of Cairdeas Winery, and we are excited to announce that Diffraction is getting its own home in the heart of Downtown Manson. The new space will combine Diffraction wines, local beer, ice cream, and nostalgic entertainment, promising an unforgettable experience for all. We are currently seeking a Head of Wine & Games to lead our Diffraction team, and we welcome qualified, diverse candidates to apply. We offer our employees a supportive and appreciative work environment, building authentic friendships with our team, wine club members and guests.

JOB RESPONSIBILITIES

Responsible for all aspects of operating Diffraction, including but not limited to:

- Hands on oversight of staff and interaction with guests
- Create and maintain staffing schedules in conjunction with Cairdeas Winery Tasting Room Manager
- Recruit, interview and onboard new associates
- Work with team on sales and customer service training, one-on-one coaching and ongoing wine/video game education
- Change beer and soda kegs as needed
- Set and achieve goals including sales, average value per customer, new club members, conversion rates
- Assist with checking voicemails; return calls as needed or pass along messages
- Respond to customer service emails as needed
- Oversee inventory of wine, beer, soda, ice cream, and merchandise
- Order supplies as needed
- Work with Marketing Manager to reorder merchandise and collateral as needed
- Work with Wine Club Manager to run wine club allotments and package wine club shipments
- Collaborate with Wine Club Manager and Marketing Manager on social media content and branding consistencies
- Create innovative strategies to drive sales and customer satisfaction
- Network with hospitality/industry peers to further develop referral relationships
- Meet with the owner regularly to check-in, brainstorm new ideas, share reports, etc.
- Conduct off-site pourings, tastings and events as needed
- Schedule and organize private events
- Other duties as assigned

QUALIFICATIONS

- Minimum two-year successful management experience, ideally in hospitality or food & beverage
- Experience in multi-tasking in a fast-paced environment
- Excellent communication skills, both verbal and written
- Proficient in Orderport, Microsoft Excel and Word
- 21 years of age or older
- Ability to lift 50+ pounds and stand/walk for longer periods of time
- Ability to obtain a WSLCB MAST Permit and WA State Food Handler's Permit
- An enthusiasm for wine, beer, gaming, and ice cream

COMPENSATION

Competitive Hourly Wage, plus tips and bonuses

Full Time – 32 to 40 hours

Medical/Dental/Vision Benefits

Health Flexible Spending Account with Employer Contribution

Dependent Care Flexible Spending Account

Paid Time Off (0.077 hours accrued per hour worked)

Employer Matched Retirement Plan

Employee Wine Discounts

To apply, send your cover letter, resume and three reasons why you'd like to join Cairdeas Winery's Diffraction Team to hello@diffractionwine.com or lacey@cairdeaswinery.com.