

J. Bookwalter is looking for a Full-Time Tasting Room Lead to work in the Woodinville Tasting Room Studio. The Tasting Room Associate will consistently provide above-and-beyond customer service while employing effective selling techniques in a team environment.

Responsibilities include:

- Provide a welcoming atmosphere and unique tasting experience to all guests
- Describe wines, winemaking techniques, and winery history
- Effectively suggest and sell wine
- Encourage wine club sales and promote membership
- Communicate with a diverse clientele
- Create a memorable experience for customer
- Accurately handle routine purchasing transactions, including operating cash register and accounting of daily sales; processing returns, discounts, etc.
- Provide general tourist information and assist guests as local concierge
- Stock both wine and non-wine items
- Assist with hospitality special events
- Knowledge and maintenance of POS system
- Display sound judgment and problem solving when issues arise
- Communicate clearly, respectfully and in a timely manner with employees and manager
- Follow all company, state and federal policies and laws

Desired Skills and Requirements:

- 2 years' customer service experience
- Hospitality driven individual
- 1 year sales experience
- Must be 21 years of age with current Washington State LCB Class 12 mixologist permit
- Wine knowledge is a plus but not required, we will train
- Demonstrated sales ability
- Ability to stand, walk, and talk for lengthy periods of time
- Flexible schedule including weekends and occasional evenings
- Ability to understand and accurately follow written and verbal instructions
- Strong problem solving skills and sound judgment
- Demonstrate strong communication skills
- Positive and engaging attitude
- Ability to lift items up to 40lbs