

# SPARKLING POINTE

## MÉTHODE CHAMPENOISE

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Nestled in the breezy and beautiful North Fork of Long Island, Cynthia and Tom Rosicki have dedicated Sparkling Pointe Vineyards and Winery to estate grown sparkling wines produced exclusively in the traditional Méthode Champenoise. Sustainably farming 40 acres of vines, planted with the classic Champagne grape varieties — Pinot Noir, Pinot Meunier, and Chardonnay — each Sparkling Pointe cuvée is an authentic expression of the land and winemaking finesse.

### Tasting House Operations Manager

#### Job Description:

We are looking for an energetic and motivated individual to join our team as the Tasting House Operations Manager. This position will oversee education, hospitality, and the functionality of our Tasting House in Southold, NY, located within the North Fork of Long Island AVA. This is an exciting opportunity with a company dedicated to producing outstanding wines and providing phenomenal hospitality and service. The ideal candidate embraces change, has an appreciation for sales, developed management skills, has wine and hospitality experience, is self motivated, and has the ability to anticipate the needs of the business and proactively develop and implement procedures and solutions to meet those needs.

#### Vision Statement:

Sparkling Pointe Vineyards and Winery seeks to be among the top recognized and renowned producers of traditional methode sparkling wines through sustainably farmed vineyards and state of the art winemaking, while providing our consumers an educational experience highlighted by exceptional hospitality and service.

#### Objective:

The Tasting House Operations Manager is responsible for ensuring that the day to day operating procedures of the Tasting House are carried out to the highest degree of excellence. This individual will uphold the standards of functionality, presentation, education, hospitality, and service set by the management team and ownership of Sparkling Pointe. This includes leading by example, specifically in the areas of professionalism, accountability, and integrity. This position is a face of hospitality at Sparkling Pointe and is expected to be on the floor and connecting with guests while creating a culture of coaching and growth among the team. The ability to de-escalate and resolve guest issues with positive outcomes is an important skill set for this position. A focus on wine education, achieving ambitious sales goals, and re-imagining and successfully implementing service, hospitality, & operational procedures is how success is measured in this role.

#### Responsibilities (including but not limited to:)

- Oversee daily and long term maintenance and upkeep of the Tasting House, including kitchen, retail, and storage spaces
- Maintain knowledge of and assist with inventory to ensure wines are stocked, rotated, chilled, and meeting all service standards
- Oversee the inventory and purchase of core merchandise items, tasting house supplies, and retail packaging with an emphasis on sustainability and cost saving strategies
- Operational expenses oversight
- Accurately oversee and handle sales transactions, including management of all opening and closing procedures
- Develop and implement creative events and promotions to drive traffic and sales
- Uphold hospitality and service standards, working closely with management team to improve policies and procedures
- Be present on the floor to help manage staff, develop relationships with guests, and oversee and enforce wine education and hospitality efforts. Maintains composure and is able to de-escalate and resolve conflict amongst guests or team members.
- Assist management team in all aspects of wine releases, club and sales campaigns as directed
- Generate daily closing and sales reports to management team as necessary
- Foster a positive, happy, productive, and team-focused work environment

#### Qualifications

- At least 3 years management experience in wine, hospitality, or luxury goods industries
- Existing knowledge and strong interest in wine (WSET, Sommelier Certification, or equivalent preferred)
- Strong written and oral communication skills
- Strong organization and people management skills
- Very strong attention to detail
- Ability to set priorities and work independently with set guidelines
- Strong computer skills with knowledge of MS Office applications, including Excel, proficiency with hospitality and POS software a plus. Technologically savvy
- Availability to work flexible hours, including weekends, evenings, and holidays

#### Physical Requirements

- Must be able to frequently lift and carry weights of up to 50 pounds at varying frequencies
- Ability to perform tasks requiring bending, stooping, standing, and twisting in the performance of various tasks
- Ability to stand for long periods

#### Benefits

- Competitive Salary based on experience
- Available Medical/Dental Insurance Plan
- Paid Time Off / Vacation accrual / NYS Sick Time / Company Holidays
- 401K Retirement Account with 3% Company Match