

Visitor Center Manager needed at Domaine Carneros!

You may have passed by our winery or sipped a bit of Sparkling from our Chateau that overlooks the Carneros region. Now imagine working here among a friendly and devoted staff and for a Company that values its employees and our Open Book Management concept.

The Visitor Center Manager is a key role here at Domaine Carneros as they are responsible for the management of the Visitor Center sales floor and the team that supports it. Their scope of responsibility encompasses functions and efficiencies of the visitor area, food service areas, and the software that supports them. Daily, this position will guide all hospitality staff to meet company standards within the pre-opening prep, closing procedures, inventory, payroll, and reservation protocol.

This role leads our staff in portraying exemplary service standards to all visitors while ensuring the look and appearance of the Visitor Center remains a remarkable and memorable experience for our guests. In partnership with Human Resources and through direction of the Visitor Center Director, this position trains and coaches their direct reports to success and actively demonstrates dedication to the career development of the entire Visitor Center team.

Qualified candidates will have a Bachelor's degree in Business with a concentration in Marketing or relevant subject, or equivalent experience; A minimum of 3 years' experience working in a variety of high profile hospitality settings with bottom-line accountability for profitability; A proven track record motivating a team of sales and service staff to extraordinary success; Excellent communication skills (both verbal and written) and experience that enable them to communicate exceptionally with both team and guest, especially when confronted with difficult escalated situations; And have experience accurately managing inventory systems and navigating POS systems with a competent understanding of productive and relevant data report generation.

Our Visitor Center team is dedicated to our brand and creating an exceptional experience for all our visitors. So if you want to lead an amazing group that is devoted, focused and team orientated, then send your resume to resume@domainecarneros.com now!

