

**Position Classification:** Functional/Department Management

**Responsible for:**

Ensuring the smooth operation of the Cellar Door Sales retail environment.

Coordinate and manage all aspects of DBW company events, ensuring the delivery of high quality and brand focussed events from conception through to completion

**Leadership/Business influence:** Providing technical leadership, mentoring and supervising others.

**Reports to:** Hospitality Manager

**Supervises:** Cellar Door Sales Assistants, Casual Events Staff

**Main Functions and Activities**

**Cellar Door Sales Customer Service & Administration**

- Manage daily administrative tasks for the cellar door sales operations
- Deliver prompt & courteous service to customers
- Facilitate and conduct wine tastings for customers whilst promoting responsible service of alcohol
- Maintain awareness of the priorities and workloads of individuals within the team
- Process samples taken from cellar door for other departments
- Receive, process and dispatch cellar door sales online and phone orders and prepare freight labels and email despatched manifests
- Handle any cellar door sales complaints within capacity
- Answer incoming phone calls/emails promptly
- Respond to donation/sponsorship requests
- Complete end of day process

**Measures** - Tasks completed to the required standard and within acceptable deadlines. All staff appropriately trained and assessed against their position description. Regular meetings are held to inform staff of upcoming deadlines and priorities. Compliance in all administrative functions and processes. Administrative deadlines consistently met or exceeded.

**Events Coordination**

- In conjunction with the Hospitality Manager, formulate annual events calendar
- Liaise with the marketing team to ensure that events are promoted in accordance with brand guidelines

- Assist in the developing, planning, preparation and running of weddings, garden events, local/regional events throughout the year
- Liaise with external parties to coordinate items required (hire items, caterers)
- Invoice out all accounts
- Review, report and outline recommendations post each event for the continual development of future events

**Measures** - *Events planned and executed to brief/objective, and run within budget. All items coordinated on time and sourced within budget parameters, Accounts for suppliers set up in the system and paid in a timely manner, Results and key insights with recommendations for improvement outlined and presented to key stakeholders.*

### Stock Control/Inventory

- Maintain accurate and up to date stock records (cycle counts)
- Maintain stock inventory levels and order stock as required
- Enter non-wine products into Kounta till system
- Maintain pricing on all products in Kounta till system
- Investigate missing/damaged freight consignments
- Complete all relevant End of Year processing
- Maintain floats
- Reconcile change cash at 30th June

**Measures** - *Maintain control of stock movement and stock levels for the site.*

### Human Resources and Payroll

- Prepare and circulate cellar door sales staff rosters
- Ensure accurate completion of weekly time sheet summary
- Ensure all relevant employment paperwork is completed and forwarded to the Human Resources Department

**Measures** - *All employment documentation prepared and submitted to the Human Resources Department in a timely manner.*

### Purchasing & Procurement

- Create Purchase Orders
- Receipt Purchase Orders
- Ensure that all non purchase order invoices are processed and forwarded to Accounts Payable in accordance with Administration deadlines

**Measures** - *Timely, accurate and approved Purchase Orders*

### Management and Teamwork

- Provide on the job training for new and existing cellar door staff
- Provide leadership and direction and ensure the flow of communication within the Bilbul cellar door sales team
- Contribute in the recruitment and selection of new cellar door sales staff when applicable
- Participate in team development initiatives and activities ie Monthly Tasting in Cellar Door

**Measures** - *Staff issues and concerns are promptly and effectively addressed. Position Descriptions for cellar door sales staff are reviewed regularly.*

### System review and improvement

- Develop new and maintain existing workplace procedures, processes and documentation
- Identify opportunities to improve the overall cellar door sales administration function
- Implement improved practices and processes relating to the cellar door sales function

**Measures** - *Procedures for key functions systematised and documented. System improvements implemented and resulting in improvement in administration functions. Feedback on improvements to systems and processes sought from team members.*

### WH&S

- Ensure compliance with all WH&S policies and procedures
- Instruct staff in safe work practices and enforce safety rules
- Ensure workplace procedures incorporate WH&S/Risk Management
- Conduct monthly workplace safety audits within work area
- Investigate accident/injury/near misses and complete reporting requirements

**Measures** - *Compliance with company policies and procedures. Employee safety inductions completed on time. Incidents reported and investigated in accordance with company procedure. Audits and documents completed on a systematic basis.*

**Internal contacts** - Warehouse and Distribution, Winemaking, Marketing, Cellar Door Sales Assistants.

**External contacts** - Internal/External Customers, Suppliers.

### Essential Capabilities and Experience

- Excellent computer, oral and written communication skills
- Strong spreadsheet skills
- Sound Bookkeeping knowledge
- Highly self motivated and enthusiastic

- Administrative, managerial and problem solving skills
- Experience in leading and supporting a team

**Desirable Capabilities and Experience**

- Product and market knowledge within the wine industry
- Highly developed consultative relationship building skills
- Experience in managing Workers' Compensation processes
- Experience or knowledge of the Office of Liquor & Gaming Regulation

Incumbent Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Managers Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_