

HEADFRAME SPIRITS INC.

Department: Tasting Room	Job Description
Job Description Title: Tasting Room Assistant Manager	FLSA Status: <i>Non-Exempt</i>
Accountable To (Title): Tasting Room Manager	Position Status: <i>Full-time</i>
Prepared By: Courtney McKee	Revision Date: August 24, 2018

Company Background & Job Summary:

Our Tasting Room is a great place for Headframe Spirits to connect directly with our guests. We use our Tasting Room to introduce people to our spirits, the history of our company and the history of our community. We tether the Headframe Spirits experience very closely to Butte's history and our Tasting Room employees are instrumental in sharing that story with our guests. In addition to the history of our community, our Tasting Room staff needs to demonstrate a passion for spirits and an ability to communicate the details of each of our hand crafted spirits with our guests. The Assistant Manager is generally scheduled Tuesday thru Saturday evenings and is responsible for managing the team and the room to ensure that Headframe continues to deserve its fantastic reputation for excellent appearance, service, character and quality. The Assistant Manager sets the tone for the space and must represent the company, the Manager as well as the owners in an outstanding light.

Essential Duties and Responsibilities and Expectations:

Tasting Room Service

90% of time Description of Duty/Task:

- Responsible Alcohol Service
 - Take a leadership role in decision making as it relates to identifying and addressing intoxicated patrons.
 - Steadfastly adhere to laws requiring that we ensure every drinker is of legal age and that those who are impaired are not served.
 - Understand and follow state laws allowing for a controlled volume of on-site and off-site sales.
 - Facilitate transportation solutions for those not fit to drive.
 - Promote and maintain a personal and professional ethic of responsible drinking.
 - Maintain and review the Incident Log at the start and end of each shift.
 - Model responsible drinking in the community.
 - Must maintain a current Alcohol Server Certificate during employment.
- Butte Ambassador-Style Guest Service
 - Greet and serve guests in a warm, genuine and professional manner and build relationships with guests.
 - Educate guests about cocktails: history, ingredients, preparation, and appreciation. Possess a sensitive and educated palate for spirits and mixed drinks and always be learning more.
 - Participate in our continuing education programs on distilling, spirits tasting, and mixology. On your own time, and with a sense of passionate interest and not duty, pursue independent reading and study in these areas, according to individual interests. Visit other distilleries. Become an expert in one or several aspects of our work. Share your accumulated knowledge with enthusiasm.
 - Become proficient in use of bar equipment required for prep work and food storage.
 - Hosting evening events such as monthly Artist Receptions and Drink It Like You Mean It weekly charitable drinking events. This means serving as a host to the artist or organization, making public introductions to Headframe's guests and ensuring the room runs smoothly during the event.
 - Maintain current knowledge of the production of our spirits and the distillation equipment we build in order to speak to customers articulately about the rest of Team Headframe, outside of the Tasting Room itself.

- Behind The Scenes
 - Assist in creating new cocktails and ensuring consistency within production of existing menu items.
 - Fill shifts beyond regularly scheduled shifts. This includes stepping in for the Tasting Room Manager in her absence to complete any bank transactions or other tasks necessary to operate the Tasting Room smoothly as well as being the first to be called when someone else is absent.
 - Back up the Tasting Room Manager on all tasks including:
 - Weekly vendor ordering
 - Running errands including making deposits and restocking items from the grocery store
 - Addressing staffing issues (with HR support if necessary)
 - Managing cash and banking needs
 - Ensuring cleanliness and orderly operation of the Tasting Room at all times, especially when the Tasting Room Manager is not present
 - Ensuring on hand inventory of all goods required to make full suite of cocktails is present and resolving the issue if not.
 - Perform daily organization and restocking of merchandise at the start of each shift and throughout as necessary
 - Examine need for spot cleaning facilities including: windows, mirrors, tables and chairs (including underneath) floors, bathrooms, sidewalks and entry ways, merchandise display areas, back bar, etc. and execute such cleaning (yourself or with help from servers) as needed.
 - Perform daily cash management procedures at closing each evening including:
 - Balancing cash drawers
 - Tipping Tasting Room servers
 - Ensuring accuracy of inventory
 - Monitor, maintain and understand the function of the iPads especially the use of our POS system. Follow all policies and procedures including cash handling, safety and security.
 - Provide support to Tasting Room staff on timeclock software procedures.
 - Lead the end of evening team download meeting and communicate any notes or concerns to the Tasting Room Manager and owners.
 - Work to serve as the glue that binds the team together even on tough nights.
 - Perform all tasks associated with Tasting Room Server job description, including:
 - Operate calmly and efficiently behind the bar. Maintain neat and clean work appearance. Take ownership in devising solutions to work flow challenges. Collaborate actively with other staff to continually evolve and perfect the Tasting Room experience and keep our guests delighted.
 - Inventory and re-stock supplies and maintain order and cleanliness in accordance with Health Department regulations.
 - Maintain impeccable quality control and accountability standards. Foster respect and goodwill among team members, be energized by meeting the public, and create an overall atmosphere of pride and pleasure in our craft.
 - Preparation of syrups, infusions or other beverage ingredients for cocktail pre-preparation
 - Merchandise: Preparation for sale, restocking, straightening and organizing on a regular basis
 - Watch for loss through inefficient use or storage of goods, theft, failure to properly ring up purchased goods, etc.
 - Attend periodic staff meetings and other events including visits to other distilleries, special events, etc.
 - Pursue ongoing self-development in working style, communication, knowledge and professional skills. Lend creativity and insight to the growth of our collective undertaking.

Education

5% of time Description of Duty/Task:

- Create space for self-education on topics chosen independently as well as recommended or assigned by supervisor. This can include simple items like googling “how to ...” or more complex online trainings through scheduled travel to offsite single or multi-day trainings.
- Drive education for Tasting Room team, or individuals on the team. This includes:
 - Butte History
 - Cocktail Consistency
 - Miscellaneous trainings which make them better at their positions and add value to the customer experience

Miscellaneous

5% of time Description of Duty/Task:

- Coordinate Headframe group events, group gift giving and other Team Headframe efforts
- Other tasks which may fall outside of standard job description
- Supporting of peers in managerial roles, assistance in moving the company forward through bigger-picture thinking, planning and activation
- Pursue ongoing self-development in working style, communication, knowledge and professional skills. Lend creativity and insight to the growth of our collective undertaking.

Minimum Qualifications (Experience/Education):

Professional experience in food or bar service, i.e., demonstrated ability to flow skillfully in a fast-paced, demanding work environment while dealing amiably with the public. Able to move rapidly, multitask, carry several drinks on a tray, flow well with others in a small working space. Able to taste and identify a wide range of flavors. Strong ability to communicate with and motivate people of all ages and backgrounds. Ability to proficiently interface with other staff re. work flow, processes, skills development, and team progress in fulfilling distillery goals and mission. Appreciates the need for a healthy working environment and productive team communication. Must be able to work comfortably on one’s feet and safely lift up to 50 lbs. Must be comfortable with public speaking and transmitting enthusiasm while interacting with guests.

Office skills: Comfortable using the internet and must possess a personal email account. Adept in use of point-of-sale systems. Able to answer the phone and take detailed phone messages when required. Ability to spell properly is a requirement. Experience using software like Canva or other lite-graphic design software experience is considered a plus. Business use of Facebook, Instagram and other social media experience is also preferred.

Business, Customer Relations & Management Skills: Excellent face-to-face and telephone/online communication skills; demonstrated success working with co-workers, guests and accounts; able to respond professionally to a range of situations involving Tasting Room guests and clients of all kinds. Ideally, candidates will have experience participating in successful group projects involving the pursuit of ambitious goals in a positive working environment. Public speaking talent and comfort is required. Management experience in restaurant or retail is preferred.

Competencies or Knowledge, Skills and Abilities (KSA’s):

Personality: Self-motivated and result-oriented with a positive outlook. Smarts and ingenuity combined with a clear focus on high standards, personal relationships and efficient business systems. A natural forward thinker capable of critically assessing own performance. Mature, credible and comfortable in dealing with people of all ages and backgrounds. Reliable, patient and determined. Enjoys refining skills and talents. Enjoys educating others about topics one is passionately interested in. Professional yet happy to get one’s hands dirty alongside others. Seeks purposeful work, takes pride in craft, able to summon energy and enthusiasm for self and others. Engaged with the history of Butte and able to communicate that story clearly and enthusiastically while maintaining efficiency in other tasks.

Personal Situation: Interested in sticking with position for a minimum of two years and preferably longer. Occasionally able to work extended hours. Must have a clean driving record and no alcohol-related offenses.

Physical Demands & Working Conditions:

Must be able to lift 50 pounds, use hands and arms for repetitive motions, must be on feet during work shift.
All holidays should be assumed to be work days.

You can learn more about Headframe Spirits at <http://www.headframespirits.com/opportunities/>
To apply for this position, email a resume and cover letter to work@headframespirits.com

See Attached "Benefits At A Glance"



Benefits At A Glance For Applicants and New Full-Time Employees

- 8 Paid Holidays annually
- Paid Time Off
 - Under 3 years Full Time
 - Accrual begins 90 days after date of hire
 - Accrued at the rate of 4.62 hours per pay period
 - Over 3 years Full Time
 - 160 hours annually accrued at the rate of 6.15 hours per pay period
- Medical Benefits
 - Headframe Spirits Inc. pays 50% of an employee's portion of medical insurance
 - Employee is eligible on the first of the month following 60 days of employment
 - Comprehensive policy including free wellness checkups
 - Dental Insurance
 - Vision Insurance
- 401(k) Retirement Plan
 - Employee is eligible after 1000 hours and 1 year of service
 - Safe Harbor company match equal to 100% of first 3% of the employee contribution, plus 50% company match of the next 2% of the employee contribution, with immediate vesting
 - Possible profit-sharing company contributions dependent upon a vesting schedule
- 15% Discount on Headframe Spirits merchandise
- Paid ongoing education, see your supervisor for more information
- Access to Headframe discounts with vendors for personal purchases
- Bring Your Dog To Work opportunities, see Human Resources for more details
- Promote From Within philosophy means a greater opportunity for employees to advance inside Headframe Spirits Inc.
- Free cocktail in the Tasting Room every work day