



AUSTRALIAN VINTAGE LTD

Nepenthe Cellar Door Supervisor

- Leading Australian wine company listed on the ASX.
- Benefits include 26 weeks of paid primary carer parental leave; loyalty leave and birthday day off.
- World class Cellar door in the Adelaide Hills
- Full time role, Tuesday to Saturday

About Australian Vintage:

At Australian Vintage (AV), our purpose is to make the world a smaller place through sharing good times.

Australian Vintage is an ASX listed company and owner of the multi-award winning McGuigan, Tempus Two, Nepenthe and Barossa Valley Wine Company brands.

Leveraging our world-class assets and innovative know-how, in 2022 we expanded into spirits and ready-to-drink cocktails to diversify our portfolio and deliver products that consumers are demanding - from a world-first gin to a playful sustainable spirit and high-quality cocktail convenience.

We are proud to be committed to an ESG strategy that encompasses environmental impact and climate action, alongside social impact initiatives to support communities and good corporate governance. We have set an ambitious climate target – informed by current climate science – to achieve Net Zero carbon emissions by 2040 across the entire value chain. Our Buronga Hill winery and Merbein packaging facility are 100% powered by wind and solar.

Australian Vintage is proudly recognised by Mental Health First Aid Australia as an accredited Mental Health First Aid workplace as of January 2023.

About the role:

We are currently seeking a highly motivated and enthusiastic Cellar Door Supervisor to join our growing business at the Nepenthe Cellar Door. The role is responsible for the Cellar Door trading environment and will focus on the delivery of exceptional customer service to drive club membership sales and creating a positive work environment for our team.

Reporting to the Cellar Door Manager your primary duties will include:

- Work with existing and new tour group operators to maximise traffic to the Nepenthe Cellar Door
- Actively support and promote the development of the Nepenthe Membership base to deliver sales targets.
- Ensure an enjoyable and educational customer experience.
- Ensure consistent presentation of products, merchandise, and overall store display.
- Efficient, accurate and timely delivery of products to customers membership
- Represent the Nepenthe brand at external events to assist in driving Cellar Door visitation and sales.
- Train and mentor Nepenthe Cellar Door staff
- Develop staff rosters to ensure appropriate coverage at the Cellar Door
- Ensure team members meet sales KPI's.
- Make sound business decisions within parameters set by company, such as monthly trade offers for the Cellar Door
- Undertake management administration tasks such as cash handling and banking when required
- Ensure Responsible Service of Alcohol obligations are always adhered to

We are looking for:

- **Hospitality Experience:** We are looking for a seasoned hospitality professional who can thrive in a fast-paced environment. Experience in the wine industry is desirable, but not essential.
- **Strong Organisational Skills:** We are looking for someone with strong time management and organisational skills.
- **Customer Obsessed:** This role requires building strong customer relationships and delivering customer-centric solutions.
- **Results-Driven:** The successful candidate will have a hunger to achieve results, with the ability to create a climate where people are motivated to do their best.
- **Previous Management Experience:** The ideal candidate will have previous managerial experience with a people-focused mindset.
- **Availability:** Successful candidate must have availability to work weekends.

Australian Vintage Benefits:

We're proud to offer a strong benefits package that we know can make a big difference to work life and life outside of work.

- Primary carer parental leave offering 26 weeks paid leave
- Loyalty leave
- 'Work anywhere' for up to two weeks annually
- Birthday leave
- Volunteer days
- Further education and study support
- Flexible working
- Mental health and wellbeing training and support
- Annual product allowance
- Options to purchase additional annual leave
- Sabbaticals and career breaks
- Continuation of superannuation while on paid and unpaid parental leave

To apply please visit our job advertisement on [Seek.com](https://www.seek.com.au).

To learn more about Australian Vintage visit <https://www.australianvintage.com.au/> or specifically, our impact visit <https://australianvintage.com.au/impact/>