



RATHFINNY

JOB DESCRIPTION

Position: Customer Experience Assistant Manager

Responsible to: Customer Experience Manager

Location: Rathfinny Wine Estate, Alfriston, East Sussex

PURPOSE OF POSITION

The Customer Experience Assistant Manager is responsible for the management of the Cellar Door and Cellar Door team in the absence of the Customer Experience Manager.

This role requires you to deliver exceptional customer service in all areas of the customer experience of Rathfinny Wine Estate, mainly focussing on visitors to the Cellar Door shop, on Tours & Tastings as well as remotely via our e-commerce online shop facility.

This role will require you to work very closely with the Customer Experience Manager and other Wine Tourism Managers to assist in the continuous development of the Rathfinny Wine Tourism offering, by maintaining high levels of customer service, operational standards and creating unique vineyard experiences.

KEY ROLES & RESPONSIBILITIES

- To support the Customer Experience Manager with the day-to-day running of the Cellar Door (including retail, tours, tastings, e-commerce sales)
- To educate our guests in all aspects of Rathfinny as well as the wider English wine industry through tours, tastings and general visitors to the estate
- To host our popular Tour & Tastings alongside our tour guides
- In the absence of the Customer Experience Manager, to manage the day-to-day tour schedule, ensuring a smooth running of high-quality tours whilst supporting the team
- To conduct drop-in tastings from the Cellar Door in a professional and timely manner whilst educating our customers about Rathfinny and the wider English wine industry
- To assist the Customer Experience Manager & Guest Relations team with guest liaison to ensure the booking process for our guests is as smooth as possible – this could be via telephone, email or in person
- To support the Customer Experience Manager by taking responsibility for the fulfilment of our e-commerce online shop, including stock management where necessary
- To take responsibility for the fulfilment of Rathfinny gift vouchers.
- To assist the Customer Experience Manager in the management and development of the Cellar Door team
- Ensure the Cellar Door is presented in line with our brand expectations
- To attend various meetings in the absence, or in addition to, the Customer Experience Manager
- To assist, where necessary, the Customer Experience manager with reporting & stock counting
- Responsible for opening and locking up the Cellar Door and winery building in the absence of other managers

COOPERATION

Actively participates in B Corp certification and the adoption of the highest standards in social and environmental performance, public transparency, and legal accountability to balance profit and purpose.

POSITION REQUIREMENTS

- Right to work in the UK Knowledge and experience
- Experience in a customer service/retail/hospitality role
- WSET Level 2 or above desirable
- Experience of team supervision desirable
- Excellent customer service skills
- Attention to detail is essential
- Excellent communication skills and being at ease with the public
- A willingness to learn about viticulture and winemaking
- Advanced computer skills
- An ability to work closely, supportively and flexibly with other staff members
- A willingness and ability to drive (expenses covered) to undertake occasional chores is an advantage
- Weekend work will be required
- A passion for wine a must!

ATTITUDES & ABILITIES

- Enthusiasm, confidence, a passion for food and drink
- Commitment, dedication, responsibility
- Self-discipline, creativity, innovation
- Honesty, sensitivity and discretion

Rathfinny is working towards a diverse environment and all qualified applicants will receive consideration for employment without regard to race, colour, religion, gender, gender identity or expression, sexual orientation, national origin, disability or age.