



Wine Bar Operations and Hospitality Manager

About 13th Street Winery

13th Street Winery is one of Niagara's most distinctive winery destinations, known for its award-winning wines, celebrated bakery, contemporary art gallery, and vibrant hospitality experience. Guests visit not only to enjoy wine, but to experience the intersection of **wine, food, art, and community** that defines the property.

The winery has built a strong reputation as a place where quality, creativity, and genuine hospitality come together. Our goal is to ensure every guest leaves feeling they have discovered something special.

Position Summary

The Wine Bar Operations and Hospitality Manager is responsible for overseeing the daily operations of the winery's wine bar and retail shop. This role ensures an exceptional guest experience while driving wine sales, engaging new and existing wine club members, managing staff, and maintaining smooth front-of-house operations.

Primary Responsibilities

Guest Experience

- Deliver and oversee exceptional customer service in the wine bar and retail space
- Ensure staff provides every guest with an engaging 13th Street Winery experience
- Handle email, phone and in-person guest inquiries, concerns, and feedback professionally
- Maintain a welcoming and polished hospitality environment

Retail & Wine Bar Operations

- Foster a positive team culture focused on hospitality and sales while providing ongoing coaching and product education
- Execute efficient employee training and scheduling, reservation planning, and inventory management to optimize guest experience and revenue
- Ensure merchandising displays are organized, attractive, fully stocked with intent of generating sales
- Oversee opening and closing protocols such as staff checklists and cash handling.
- Monitor daily inventory levels and coordinate restocking with wine bar team
- Track and record monthly retail inventory and report to Director of Sales
- Responsible for maintaining up to date food and wine menus, point of sale terminals displaying all available products with support from Director of Operations.

Sales & Performance

- Drive wine, food and wine club sales to achieve key performance indicators; report weekly for management sales meetings
- Identify opportunities and suggest strategies to increase revenue and reduce costs
- Collaborate with Director of Marketing to create promotional offerings, seasonal campaigns, and wine launches and releases
- Assist in developing retail promotions, seasonal bundles, and tasting experiences

Qualifications

- Three plus years' experience in retail sales
- WSET or sommelier certification recommended
- Competent working with Microsoft Office (Excel, word)
- Well-developed interpersonal skills and the ability to manage in a team environment

Working Conditions

- This is a fulltime year-round position
- A regular work week includes Saturdays and some holidays
- Some travel may be required
- May include working outdoors on occasion
- Standing, walking for long periods of time
- Frequent lifting and carrying up to 20 kg

Compensation:

Full-time position with a competitive wage

Shared portion of pooled company gratuity

Monthly Wine Club sales incentives

Accessibility

Accommodation is available upon request for applicants and employees with disabilities. If you are contacted for a job opportunity, please advise us of any accommodations needed to ensure you have access to a fair and equitable process. Any information received relating to accommodation will be addressed confidentially.

Please email your resume to Corinne@13thstreetwinery.com