

# Equus Run Vineyards / Saddlestone Distillery

1280 Moores Mill Rd., Midway, KY 40347

SEPT 2022

## **OPEN POSITION: Hospitality Retail Office Supervisor**

The focus of this position is working with our internal staff & external customers. A candidate for this position does not need to be shy, but rather have excellent communication skills, thrives in tourism and hospitality, has a good computer aptitude, and exhibits a willingness to do what is necessary to get the job done.

The candidate should have a desire for overseeing and executing administrative, staffing, marketing coordination and event logistics for a tourism, hospitality business. The business is open year round and is located in the Bluegrass Region and KY Bourbon Trail. The Kentucky tourism season April – November is the key revenue generating season for hospitality opportunities.

This position requires the candidate to be very organized to handle office functions that will ensure marketing and retail activities with various programs (both on-site at Equus Run and off-site) are planned and properly executed. The candidate will interface with the company's marketing/PR firm to ensure calendar planning for marketing activities scheduling.

Each work day may vary due to seasonality as well as types of activities occurring for business needs. The candidate should have skills in direct customer communications, handling appointments, have a working knowledge of budgeting, can perform financial analysis, can work in a variety of facility and outdoor venues and can grasp the task of scheduling personnel to execute programs and events. Both internal and external customer relationships with different levels of personnel will be necessary to fully oversee the assigned duties.

Kentucky tourism industry knowledge and experience is a plus, but not mandatory. Having a general working knowledge of public relations, project priority organization, administrative organization, hospitality coordination and/or tourism travel acumen will be very beneficial for the candidate.

The candidate will be involved with oversight and engagement for coordinating staffing for events and programs year round at Equus Run. *A key focus area is assisting management with office efficiency, organization and sound budgeting and creating revenue generating ideas and having a sustainable program schedule with staffing during the full calendar year.* Various supervisory methods are encouraged to be used to create employee engagement, business strategies and customer engagement.

## **OFFICE RESPONSIBILITIES INCLUDE, BUT ARE NOT LIMITED TO:**

- Sort incoming mail & distribute accordingly
- Ensure shipping coordination of product orders are safely and legally shipped in a timely manner
- Maintain inventory of office supplies, printed materials, and other administrative supplies
- Operate office equipment (copiers, printers, scanners, etc.) and assist others when problems arise
- Answer phones & transfer calls to the appropriate parties
- Greet office visitors, assist, and direct guests appropriately based on nature of business
- Assist various other departments with special projects as needed
- Operate office voicemail system and receive messages
- Keep track of office cash boxes including check requests, deposits, invoicing, and all reporting
- Help keep office area and meeting room area ready for use & prepare for meetings as needed
- Assist with event calendar for bookings
- Process and record incoming checks for bookings, events, etc and ensure accurate deposits
- Provide support to the owner and assist with other admin team tasks, as needed

## **REQUIREMENTS:**

- Excellent phone & interpersonal communication and customer service skills
- Excellent organizational skills with ability to prioritize duties and keep accurate documentation
- Multi-tasked and detail oriented with ability to self-check for accuracy
- Must have excellent computer skills and be proficient with MS Office applications
- A professional appearance with business logo wear as needed must be maintained at all times
- Must have or obtain KY ABC S.T.A.R.S. alcohol training certificate within 90 days of employment

## **HOSPITALITY RETAIL RESPONSIBILITIES INCLUDE, BUT ARE NOT LIMITED TO:**

- Explore and develop new programs to increase company market reach and revenues
- Be the focal point person for oversight of scheduled events (weddings, parties, meetings, etc) and assist with negotiations with other staff for event contracts, retail programs, coordinate food and beverage services, order supplies and audiovisual equipment as needed, coordinate any event signage for venue, book musicians, and ensure appropriate venue décor (florals, linens, color schemes, etc.) to meet the quality expectations of the customer.
- Propose new ideas to improve planning and implementation of events and help document lessons learned with each event for improved operations.
- Serve as an office liaison with various vendors, caterers, etc. on event-related matters and event staffing (retail, temporary, security, etc).
- Prepare/coordinate with staff office materials, notebooks, packages, gift bags, registration lists, seating charts, etc. as needed for an event.
- Conduct local tourism research, make external site visits, and explore cross-programming possibilities.
- Participate in staff training opportunities.
- Perform budget analysis reporting of supplies and lessons learned reports as needed
- Coordinate appointments and visits to see Equus Run's venues and scheduling on the yearly calendar.
- Prepare and modify rental contracts and maintain documents in files
- Prepare customer post-event feedback forms and collect data for analysis
- Document and share skills and experiences with other staff for cross-training in team meetings

## **SKILLS and QUALIFICATIONS FOR THE POSITION:**

- Proficient in MSoft Office products for reporting and communications
- People management experience preferred
- Proficient in some graphics software for marketing and promotional materials (either MSoft Publisher, Canva, Adobe Illustrator / Photoshop, Paint Shop Pro, Graphics Design Studio, MSoft Paint and/or Picasa)
- Must be computer savvy to work on PCs and perform iPad point of sale transactions for bookings and sales (iPad POS training will be provided)
- Must be familiar with use of all social media tools (Mailchimp, Facebook, Instagram, etc) as needed
- Must be able to lift up to 50-60 lbs (ie, a case of wine, folding chairs, table, stock goods, case of water, etc) if needed
- Must be able to work indoors and outdoors for various events/festivals/conferences and be able to walk/stand on various surfaces for lengths of time (concrete, lawn, gravel, tile, asphalt, carpet, etc)
- Must maintain an organized and clean workspace and common office areas
- Must maintain a punctual schedule and use flex-scheduling as needed
- Must demonstrate the ability to work in a team environment with a "can do" attitude
- Be able to handle phones, messages and emails courteously and promptly
- Assist in other areas of the business when business needs dictates
- Must have reliable transportation for work and to attend external meetings, conferences, training, etc
- Must be able to use air travel for industry conferences out of state (COVID19 restrictions may apply)
- Must be able to attend key tourism and industry conferences
- Must wear clean and professional work attire and wear logo wear when appropriate
- Possess and maintain a valid driver's license with no restrictions
- Adhere to the company employee handbook policies and procedures and ensure security and safety

## **WORK SCHEDULE:**

The candidate will work a fulltime onsite weekly period (37.5 - 40 hours) with flex-scheduling opportunity including as needed scheduled random weekends, evenings, holidays and occasional overtime based on tourism business and customer needs. A monthly schedule is posted and the candidate will be directly involved in assigning the staffing schedule.

**BENEFITS: Per the Employee Handbook**

Paid 2 weeks paid time off  
Paid holidays  
Paid travel and training  
Health insurance allowance  
Paid dental insurance  
Paid monthly phone allowance  
Quarterly bonus structure  
Tuition reimbursement for industry related classes or administrative office  
Employee discounts on merchandise and venue booking

**EMPLOYMENT INFORMATION:**

The Company has reviewed this full-time position description so that an understanding of the basic expectations, required qualifications and physical requirements have been included. It is intended to provide guidelines for the job tasks and the employee's ability to perform the position described. It is not intended to be construed as a comprehensive job description which may provide a more detailed list of essential functions, responsibilities, skills and abilities for a full-time position of this nature.

*This document does not represent a contract of employment, and does not change the "at-will" relationship. Equus Run Vineyards, LLC reserves the right to change this position summary, the job description and/or assign tasks for the employee to perform, as the Company may deem appropriate. Equus Run is an Equal Opportunity employer of qualified individuals and does not discriminate on the basis of race, color, religion, sex, sexual orientation, gender identity, national origin, age (40 and over), disability status, protected veteran status or any other basis protected by applicable federal, state or local law. Equus Run also prohibits harassment of applicants or employees based on any of the protected employee categories.*

*Equus Run is a smoke-free, tobacco-free workplace environment. In accordance with applicable state and local ordinances, smoking is allowed only in designated outdoor smoking areas on the property.*

*Equus Run complies with local health department codes as well as official CDC guidelines for both employee and public safety in the workplace and requires Covid19 vaccinations.*

CONTACT:  
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