

Job Title: Winery Operations Manager

Company: New Kent Winery and Talleyville Brewing Company at Dombroski Vineyards

Location: New Kent, Virginia, USA

Summary:

New Kent Winery Talleyville and Brewing Company at Dombroski Vineyards is a one-of-a-kind Virginia farm winery and farm brewery operation, offering premium wines and craft beers located just a mile and half off Interstate 64 between Richmond and Williamsburg. We are searching for a Winery Operations Manager to be responsible for leading the team and for overseeing all operations and business activities within the organization. This position will report directly to the Board of Directors and work to develop strategies and plans to achieve short and long-term objectives, ensuring consistency of the overall brand and mission.

Responsibilities and Duties:

- Leadership
 - Makes recommendations to the Board of Directors on operations strategy, human capital management, company policies, and procedures.
 - Collaborates with the Board of Directors to set the organizational goals, visions, and strategies.
 - Works with the Board on sales management to budget for sufficient investment capital to achieve growth targets over the near and long term.
 - Implements and enforces decisions made by the Board of Directors.
 - Translates strategy into actionable goals.
 - Develops and tracks key performance indicators to measure success of strategies.
 - Maintains a deep knowledge of the markets and industries of the company.
 - Oversees company operations and employee productivity, building a highly inclusive culture ensuring team members thrive and organizational outcomes are met.
 - Ensures effective recruiting, onboarding, professional development, performance management, and retention.
 - Leads and motivates subordinates to advance employee engagement and develop a high performing managerial team.
 - Oversees human resources, including approving payroll, hiring, firing, and management of benefits.

- Operations
 - Stays current on all rules and regulations associated with a farm winery, brewery, hospitality, and retail operations.

- Adheres to company, federal, state, and local business requirements, enforcing compliance and taking action when necessary.
 - Oversees, directs and manages and analyzes all internal operations and identifies areas of process enhancement.
 - Adheres to and enforce all existing policies and procedures.
 - Directly oversees all operations and partner relationships.
 - Maintains and builds trusted relationships with key customers, clients, partners, and stakeholders.
 - Oversees all operations and business activities to ensure they produce the desired results and are consistent with the overall strategy and mission.
 - Analyze problematic situations and occurrences and provide solutions to ensure company survival and growth.
 - Directly supervises General Manager.
- Finance & Administration
 - Develops budgets, sales forecasting, and a distribution system for wine and beer with a tracking system that is simple, yet provides the details needed to quickly respond and course correct when needed.
 - Monitors and control expenses, implements business processes to support effective financial management.
 - Aggressively manages capital investment and expenses to ensure the company achieves revenue and margin targets relative to growth and profitability.
 - Monitors performance with tracking and establishes corrective measures as needed, preparing detailed reports, both current and forecasting for the future.
 - Directly supervises Bookkeeper, working to develop budgets, reconcile accounts, review reports, and verify general ledger entries.
 - Provides guidance in the maintenance, development and implementation of the Employee Handbook and Operations Manual.
 - Advises the General Manager on proactively intervening and resolving actual or potential employee relations/morale problems.
 - Provides guidance to the General Manager regarding corrective disciplinary matters to ensure acceptable levels of performance and conduct.
 - Investigates and resolves any EEO complaints.
 - Maintains compliance with federal and state regulations concerning employment.
- Sales and Marketing
 - Oversees management of the various sales channels to ensure a balanced sales growth that is manageable and anticipated.
 - Oversees the creation, marketing, and execution of events to increase sales. This includes wine parties, special member events and tastings, off site events, and facility rentals.

- Cultivates and maintains quality relationships with customers that include private individuals, corporate event coordinators, destination management companies, winery vendors, colleagues and management.
- Participates in Networking Events, Association, Concierge, and Networking Meetings as a representative of New Kent Winery/Talleysville Brewing Company.
- Collaborates with the Board of Directors, Management Team and Marketing Firm to develop and execute a marketing plan and strategies, ensuring that the website and all collateral marketing support the winery and brewery image and branding.

Qualifications and Skills:

- Bachelor's degree in business administration, management, or finance with a MBA highly preferred.
- 15 years of progressive management responsibility in operations, preferably within the wine, hospitality, retail, or alcohol industries.
- Experience with financial management, including general ledger functions and the month-end/year-end financial closing processes.
- Intimate knowledge of the wine, hospitality, tourism, and beer industries, particularly within the Commonwealth of Virginia.
- Ability with Microsoft Office Suite, Excel in particular.
- Experience with QuickBooks.
- Excellent administrative skills.
- Strong oral, written, and interpersonal communication skills.
- Problem solving and complex analytical skills.
- Ability to work closely with a team in budgeting, process and procedure development, etc.
- Must be able to lift 50+ lbs., stand for extended periods, and sit for extended periods.
- Must have no alcohol related convictions.

Compensation and Benefits:

- \$100,000+ annual salary
- Company-subsidized medical insurance
- SIMPLE IRA
- Paid Time Off (PTO)
- Casual work environment