



## **Position Description: Customer Experience Representative**

The Customer Experience Representative will report to the Customer Experience Director or the Director's designee. The Representative will support all aspects of customer experience operations at the craft distillery and occasionally off-site. He/she will support guided tours, tastings, product and merchandise sales, purchases fulfillment, and special events at the distillery. To sell distilled spirits or to provide tastings, a Customer Experience Representative must be at least 21 years old. Representatives younger than 21 years old may perform other customer experience functions.

**Regular/Temporary:**           **Regular**  
**Full-Time/Part-Time:**       **Part-Time**  
**Exempt/Non-Exempt:**       **Non-Exempt (i.e., hourly)**

### **Essential Functions:**

- Supporting all customer experience operations at the distillery, including but not limited to guided tours; tastings; on-site distilled spirit product sales; on-site merchandise sales; fulfillment of purchases made on-line, by phone or by mail; and special events held at the distillery and occasionally off-site.
- Ensuring all distillery customer experience operations, especially distilled spirit product sales and tastings, are in compliance with Federal and Virginia Department of Alcoholic Beverage Control (VA ABC) guidelines.
- Complying with Standard Operating Procedures (SOPs) at the distillery.
- Supporting any special events matters, as directed.
- Assisting in the development and maintenance of guided tour scripts which help to maximize customer experience.
- Assisting in the development and maintenance of tasting scripts to help maximize customer experience and ensure VA ABC compliance.
- Supporting inventory management of all retail merchandise sold on-site or on-line, including but not limited to hats, apparel, drink ware, decorative items, non-alcoholic beverages, books and trinket items. Assisting in reordering retail merchandise when needed.
- Assisting in inventory management of distilled spirits sold on-site.
- Being accountable and responsible for efficient and effective Clover Point of Sale (POS) system operations.
- When operating the POS, being accountable and responsible for cash management of on-site purchases.
- Ensuring that the tasting area, bottling room, rest rooms and area immediately outside the front of the facility are always functional and clean for visiting customers.
- Working closely with other distillery personnel, including those involved in distillery operations, marketing/sales, and office support.
- As directed, provide occasional support to the Distiller for distillery operations (e.g., bottle filling, bottle capping, labeling, sealing, boxing, etc.).



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### **Non-Essential Functions:**

- Other duties, as assigned.

### **Applicant Qualifications:**

- Bachelor's Degree in a hospitality management, travel/tourism, business administration or like field (preferred).
- 1-2 years of previous hospitality management experience (strongly preferred).
- Background in hospitality management.
- Experience in the alcoholic beverage industry.
- Proven ability to work with little to no supervision.
- Ability to be precise and detail oriented.
- Willingness to work some long hours, including weekends and occasional evenings.
- Ability to communicate well.
- Proficiency in Point of Sales (POS) systems.

### **Physical, Mental, Environmental Requirements:**

This position will require the employee to stand, walk, bend, twist, lean over, and climb for extended periods of time. The employee will have to lift packages or objects weighing up to 50 pounds. This position requires the ability to reason and calculate, the ability to communicate orally and in writing. The environment will include an inside air conditioned/heated area as well as exposure to outside temperatures on occasion.

### **EEO and At-Will Statements:**

KO Distilling provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, national origin, age, disability, genetic information, marital status, or military status in accordance with applicable federal, state and local laws. This position is an At-Will Position, meaning that the employer or the employee can end the employment relationship at any time, with or without notice, for cause or without cause unless there is a written, signed contract to the contrary signed by the company president.

*Candidates should be able to work flexible hours and shifts, especially on weekends. This position is available immediately. This part-time position does not have benefits. Hourly wage is **\$12.00/hour.***

***Send your resume to [bill@kodistilling.com](mailto:bill@kodistilling.com).***