

## Position Description: Customer Experience Representative

The Customer Experience Representative will report to the Customer Experience Director or the Director's designee. The Customer Experience Representative will support all aspects of customer experience operations at the distillery and occasionally offsite. They will support guided tours, tastings, product and merchandise sales, purchase fulfillment, and special events at the distillery. To sell distilled spirits or provide tastings, a CER must be at least 21 years old.

**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; purchase fulfillment; and special events held at the distillery and occasionally offsite.
- Ensuring all distillery customer experience operations, especially distilled spirit product sales and tastings, comply with Federal and Virginia Department of Alcoholic Beverage Control (VA ABC) guidelines.
- Completing RSVP training for VA ABC compliance.
- Ensuring that the tasting area, bottling room, restrooms, and area immediately outside the front of the facility are always functional and clean for visiting customers.
- Assisting in inventory management of distilled spirits sold on-site.
- Being accountable and responsible for efficient and effective Point of Sales (POS) system operations, including cash management when operating the POS.
- Supporting any special events, including but not limited to group tastings, event center rentals, events hosted at the distillery, and offsite events as directed.
- Assisting with inventory management of all retail merchandise sold on-site or on-line, and assisting in reordering retail merchandise when needed.
- Complying with Standard Operating Procedures (SOPs) at the distillery.
- Assisting in the development and maintenance of guided tour scripts, which help to maximize customer experience.
- Working closely with other distillery personnel, including those involved in distillery operations, marketing/sales, and office support.
- Providing occasional support to the Distiller for distillery operations (e.g., bottle filling, bottle capping, labeling, sealing, boxing, etc.), as directed.

### Non-Essential Functions:

- Other duties, as assigned.

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### **Applicant Qualifications:**

- High school degree or equivalent.
- 1-2 years of previous hospitality/service industry experience (preferred).
- Over 21 years of age.
- Proven ability to work with little to no supervision.
- Ability to be precise and detail-oriented.
- Willingness to work some long hours, including weekends, holidays, 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/or 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. This part-time position does not have benefits, except as required by law.***

***Send your resumé to [aimee@kodistilling.com](mailto:aimee@kodistilling.com)***