

Tasting Room Supervisor – Maverick Estate Winery, Oliver, BC

About Us:

Located in the south Okanagan, Maverick Estate Winery specializes in sparkling wines, rich textured whites, and bold reds. Our focus is on providing memorable experiences and building lasting connections with our guests.

Role Overview:

We are seeking a passionate and detail-oriented Tasting Room Supervisor to manage the day-to-day operations of our tasting room and wine shop. This role focuses on creating exceptional guest experiences, supporting our wine club, supervising tasting room staff, and ensuring smooth daily operations.

Key Responsibilities:

- Lead engaging, educational tasting experiences, sharing the story of our wines, vineyards, and winemaking philosophy.
- Greet and triage guests efficiently, ensuring every visitor receives personalized attention.
- Supervise tasting room staff, providing support, motivation, and guidance to maintain hospitality standards.
- Monitor and encourage staff initiatives and sales targets for the tasting room and wine club to drive growth in sales and memberships.
- Manage staff schedules, timesheets, and tip shares.
- Open and close the tasting room, maintaining cleanliness, organization, and presentation.
- Operate the point-of-sale system accurately; assist guests with purchases, gift selections, and shipping.
- Support wine club processing, member communication, and package quarterly wine club orders.
- Maintain inventory levels and restock as needed.

- Assist with winery events, both on-site and potential off-site engagements.
- Perform additional administrative and operational duties to support the winery team.

What We're Looking For:

- 2+ years of customer service and/or sales experience, preferably in wine or hospitality.
- Serving It Right certification and legal BC drinking age.
- Strong interpersonal and communication skills.
- Passion for wine and hospitality, with an approachable, guest-focused attitude.
- Ability to stand for long periods and lift up to 40 lbs.
- Availability for at least 4 days per week (5 preferred).
- Food Safe, First Aid certifications and WSET credentials are a plus.
- Experience with Commerce7 or similar POS systems is an asset.

Why Join Us:

Be part of a small, specialized team in a beautiful vineyard setting. Bring your hospitality skills, share your love of wine, and help create memorable experiences for every guest who walks through our doors.

Compensation:

Hourly wage ranging from \$22-\$25 depending on experience plus gratuities. This is a 30-40 hours per week position.