

BRAVE & MAIDEN

ESTATE

Job Title: General Manager
Reports to: CEO
FLSA Status: Full time/Regular/Exempt
Revision Date: September 2023

We at Brave & Maiden Estate are searching for our next General Manager to take this fast-growing business to the next level.

Opened in 2018, our boutique winery's performance has exceeded all expectations. Tasting appointments are typically booked out weeks in advance. And after only four years, our Membership (wine club) reached capacity until we could increase wine production. Consequently, we've made capital investments sooner than anticipated in order to keep up with the demand of our passionate clientele.

It's with this wind at our backs that we're seeking a visionary and dynamic individual to lead our tight knit and supremely talented team in driving the future of our business.

About Us

At Brave & Maiden Estate, we're not just a winery - we're a team united by our love for wine and hospitality. Our dedication to producing highly regarded wines is matched only by our commitment to fostering a team culture that is second to none. We believe that success is best achieved through collaboration, innovation, and a shared passion for creating remarkable experiences for our guests. As a result, our staff turnover is low, indicating the healthy and rewarding work experience we offer.

About the Role

As the General Manager, you will be overseeing and directing all aspects of the winery's activities. You'll have the opportunity to lead a fantastic team, managing daily operations, crafting strategic plans, and maintaining the high standards that define our brand. Your responsibilities will include:

- **Team Leadership:** Nurture a culture of camaraderie, respect, and growth within the team. Your leadership will inspire our staff to deliver outstanding service and contribute to our ongoing success; supervise all full and part-time hospitality/sales, facilities, and production employees, including some independent contractors
- **Strategic Vision:** Collaborate with ownership and fellow team members to develop and execute strategies that drive growth and enhance brand recognition; we're looking for a true forward thinker, willing to take risks and innovate to set a brand apart in the competitive wine industry.
- **Hospitality Excellence:** Uphold our reputation for unmatched hospitality by creating unforgettable experiences and events for visitors at our estate, making each interaction a reflection of the warmth and quality of our brand
- **Financial Oversight:** Manage budgets, sales targets, and financial performance, optimizing revenue streams and ensuring the financial health of the winery
- **Marketing Oversight:** Direct the winery's external communications and marketing, maximizing conversions while upholding high standards for design, voice, and value

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- Human Resources: Recruit, hire, coach, mentor and develop staff, including overseeing new employee onboarding, performance management (goal setting, feedback, etc.) and career development planning, training and opportunities
- Vendor Management: Source and manage various vendors and suppliers needed for the business

What We're Looking For

- Passion: A deep passion for the wine industry and a genuine commitment to delivering outstanding products and experiences
- Leadership: Proven experience in leading and motivating teams, fostering a positive and empowering environment
- Strategic Thinker: Proven experience implementing business strategies that drive a winery's long-term growth and success
- Hospitality Focus: A strong understanding of the importance of exceptional customer service and the ability to instill this in a team
- Wine Industry Expertise: Familiarity with winemaking processes, vineyard operations, and industry trends and economics
- Operational and Financial Acumen: Strong skills in financial management and business operations with the ability to analyze data, negotiate, and make informed decisions

Requirements

- Minimum of 15 years related experience or equivalent and 10 years of supervisory experience
- Proficient computer skills including Google Workspace, content management systems, and POS systems
- Ability to work evenings and weekends as necessary
- At least 21 years of age and hold a valid driver's license
- Following are a few physical requirements that must be met by an employee to successfully perform the essential functions and key responsibilities of this position; reasonable accommodation may be made upon request and in appropriate circumstances:
 - The ability to work in a constant state of alertness and in a safe manner at all times
 - Frequent operation of computer and other office equipment
 - The ability to stand for long periods of time, but also sit at a workstation, walk, climb stairs, bend, lift, twist, pull, push, carry, grasp, reach and stoop as needed, and lift and carry up to 50 pounds
 - Occasional travel by vehicle and/or airplane may be required

How to Apply

Say hello and send us a resume to work@braveandmaiden.com.