**Bold Rock Hard Cider**

1020 Rockfish Valley Highway, Nellysford, VA 22958

72 School House Road, Mills River, NC 28759

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**JOB POSTING**

**Position:** Orchard Tap Room Manager

**Location:** Carter Mountain Orchard & Chiles Peach Orchard, Central Virginia

**Hours:** 40+ hours per week

**Pay:** Salaried, commensurate with experience

**Supervisor:** VP of Retail Operations

**Direct Reports:** Assistant Manager + Tap Room Staff

**Job Overview:**

Bold Rock Hard Cider is looking for an individual with strong leadership capabilities and retail experience to organize and lead our Retail Associate Team at the seasonal Carter Mountain and Chiles Peach Orchard Tap Room locations which are open April – December annually, as well as provide support to our Nellysford operation during the off-season (January – March). This leader will create a welcoming environment for guests in our Tap Rooms and will assist in development and implementation of initiatives intended to drive traffic and establish the Bold Rock brand in a competitive Central Virginia marketplace. The position will require balance between a primarily on the floor capacity coupled with administrative work, merchandising and programming as well as a strong ability to communicate and delegate as necessary.

**Routine Duties:**

* **Tap Room Operations:** Take ownership over all facets of the daily Tap Room operation, implementing new process to improve business function and expanding the role as necessary for successful and efficient business operations.
* **Guest Experience:** Ensure the very best experience from the moment a guest enters our Tap Room location to the moment they leave while allowing for engaging and informative communication of Bold Rock history and product details. Ensure broader staff possesses a similar level of knowledge and dedication to our goal of world class hospitality.
* **Hiring:** Work in concert with Management Team to vet candidates and fill all necessary Tap Room Associate positions.
* **Payroll:** Accurately address weekly payroll tracking and timely submission to accounting/HR for the Orchard location tap rooms.
* **Scheduling:** Work with Assistant Manager to plan and implement a weekly schedule that ensures proper staffing of the tap rooms during normal business operations. Communicate the tap room schedule with staff in a timely and clear manner and make adjustments as needed. Monitor time and attendance and adhere to proper labor vs. revenue ratios.
* **Performance Management & Training:** Lead by example, train and coach Orchard Tap Room staff members to maximize effectiveness while cultivating an atmosphere of high expectations and accountability. Implement training approach that focuses on skill and knowledge development with special care given to individual growth plans. Ensure adherence to company policies and procedures, enforce and reprimand as necessary.
* **Ordering and Vendor Relations:** Communicate with vendors and support staff in a timely manner to ensure adequate supply of all items relating to both front and back of house operations.
* **Inventory:** Work in tandem with Tap Room Operations Manager to ensure timely and accurate monthly accounting of inventory across the Orchard Tap Room and related storage space.
* **Merchandising:** Work independently and in concert with other Bold Rock Tap Rooms to develop new SWAG/product initiatives, displays and promotions.
* **Cash Management:** Ensure starting and ending cash is handled with care, sufficient change is on hand daily and that deposits are made on Monday and Friday mornings with a weekly deposit recap sent to the Accounting Department prior to 11 AM every Friday.
* **Financial Goal Attainment:** Work in tandem with VP of Retail to set and meet financial goals across all areas of tap room revenue, set sales targets as well as budgeting and cost control measures.

**Expectations**

* **Professionalism:** The successful candidate will model behavior both in and outside of work that displays polish and competency, ensuring that language, appearance, written correspondence, organization and poise in stressful situations can all be high level examples of conduct for the broader staff.
* **Embrace the Tap Room Vision:** The successful candidate will embrace the company vision for the retail operation with special attention given to all the areas of deepest value as determined and agreed upon by management team.
* **Project a Positive Outlook:** The successful candidate will uplift the broader staff with enthusiasm towards the task at hand while presenting a solutions focused approach to the challenges that arise day-to-day.

**Job Requirements**

* High School diploma or equivalent, college education preferred;
* A minimum of 2 year’s management experience in a high-volume hospitality environment;
* Advanced written/verbal communication skills and a willingness to speak in front of small to medium sized groups;
* A passion for providing the highest possible quality of customer experience;
* The ability to effectively leverage human resources towards efficiency;
* The flexibility to quickly adapt to a high-volume environment and problem solve in real time;
* Attention to detail, with strong organizational and planning skills;
* A proactive approach and the ability to operate with minimal supervision;
* Experience in digesting profit & loss statements and making strategic and tactical decisions based on that information;
* Ability to lift at least 50 pounds and stand for long periods of time;
* A willingness to work weekends and floor manage while balancing back office responsibilities.

Please send cover letters and resumes to Lindsay Dorrier III at [lindsay@boldrock.com.](mailto:rebecca@boldrock.com)