



## **Job Description – EWWines Retail Sales Associate/Manager**

**Job Title:** Wine Retail Associate/Manager

**Location:** Indian Queens

**Job Type:** Full time or part-time, includes Saturdays and some evening events.

### **About Us**

EWWines are a locally owned wine merchant focused on offering an exceptional selection of wines and spirits, with an emphasis on great service and genuine hospitality. EWWines has a large warehouse store based in Indian Queens with over 1,200 of the finest wines and spirits to be found in the Southwest. We value curiosity, approachability, and a love of learning about wine and are looking for the right candidate to look after our valued retail customers and continue to grow sales.

### **Position Summary**

The Wine Retail Associate/Manager role is based in Indian Queens and is responsible for delivering excellent customer service, assisting customers with wine selections, maintaining store presentation, and supporting daily retail operations. This role is ideal for someone who enjoys engaging with people and has a strong interest in wine (experience welcome but not required).

### **Key Responsibilities**

- Greet customers and provide friendly, knowledgeable service
- Assist customers with wine recommendations based on preferences, budget, and occasion
- Operate the point-of-sale (POS) system and handle cash/credit transactions accurately
- Writing articles, tasting notes, mailouts to customers
- Receive, stock, and organize wine and spirits deliveries
- Maintain cleanliness and visual merchandising of the shop
- Assist with inventory management
- Support tastings, events, and special promotions as needed
- Follow all legal requirements related to alcohol sales and ID verification

### **Qualifications**

- Interest in wine and willingness to learn (equivalent to WSET Level 2 minimum)
- Strong communication and customer service skills
- IT literate

- Ability to lift and carry wine cases
- Reliable, punctual, and detail-oriented
- Comfortable working evenings and Saturdays
- Previous retail or hospitality experience preferred

**Additional Responsibilities (by agreement)**

Teaching WSET Wine Courses

Social media – creating posts/reels to advertise our products and services

Outreach for expanding EWWines corporate, private client and wedding sales

Anything else you can bring to the EWWines team to develop/drive excellence through the business.

**What We Offer**

- Competitive salary depending on experience
- Amazing Employee discounts
- Ongoing wine education and tastings
- Friendly, supportive work environment

**How to Apply**

Please submit your resume and a brief note about your interest in the position to [finance@ewwines.co.uk](mailto:finance@ewwines.co.uk)

*We are an equal opportunity employer.*