



Job Description: Production Assistant & Tasting Room Sales Representative

A Hierophant Meadery LLC Production Assistant & Tasting Room Sales Representative must be a friendly, energetic person who enjoys people, and finds helping others rewarding and challenging.

Tasting Room Sales: Team members must have enthusiasm for sharing information about the brand and products, and encourage bottle sales; demonstrating an ability to engage customers, sample and educate on products, and close the sales transaction. The Team Member's energy and nuance directly influence sales, increase club memberships, and build customer and brand loyalty. We are looking for a highly motivated individual who is passionate about our products, and can nurture an atmosphere of teamwork and enthusiasm.

Other duties include social media marketing, regular cleaning/ organization, stocking, inventory, and production tasks. Team members are required to perform the duties of their position in compliance with Washington State Liquor Laws.

Production Assistance: Team member will complete tasks such as cleaning and organizing equipment and facilities, packing online orders, inventorying product, mead production, which includes but is not limited to cleaning equipment, bottling, labeling & hooding, assisting with batch production and fining, receiving shipments, weighing, maintaining cleanliness of the production space, etc. Ability to lift and carry 50lbs is necessary. Willingness to deliver to wholesale accounts and bring supplies at stock to Seattle HQ is appreciated, and compensated for. There will be opportunities for extra shifts periodically in helping with production. Any additional assistance in production outside of Team Member's regular schedule is optional, including extra bottling days.

Knowledge, Skills & Abilities

To perform the job successfully, an individual must demonstrate:

- Industry experience is required.
- Experience in Customer Relations and Retail Sales a must. Requires Quality Customer Care and Service - Responds promptly to customer needs; Responds to requests for service and assistance.

- Organizational Support - Follows policies and procedures; Supports organization's goals and values.
- Planning/Organizing - Uses time efficiently. Attention to Detail, fast learner.
- Safety and Security - Observes safety and security procedures; Reports potentially unsafe conditions; Uses equipment and materials properly.
- Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Completes tasks on time or notifies appropriate person with an alternate plan; Is consistently at work and on time.
- Initiative – Self Starter and asks for and offers help when needed.
- Language Skills- Ability to effectively communicate with customers in order to maintain high standards of customer service; Ability to read and comprehend instructions, short correspondence, and memos. Must maintain politeness, effective communication, and the utmost professionalism at all times.
- Must have reliable transportation to and from work, and occasional errands/ deliveries to retail accounts.
- Greet customers in a friendly and cordial manner. Invite customers to sample product and take advantage of promotions. Respond to all customer requests politely and promptly – and help educate the customer on the products and vision of Hierophant Meadery.
- Works as a team to support the fellow team members.
- Accountable for cash made available for sales transactions. Accountable for sales transactions and managing tabs.
- Reports all incidents that require action, are a cause for concern or may be of possible conflict of interest to Management.
- Provides MAST permit as requested and follows all policies and procedures of the respective Farmers Market.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job the employee is regularly required to:

Stand; walk; reach with hands, arms; talk and engage

Required to balance, stoop, kneel, crouch.

Must regularly lift and /or move up to 50 pounds routinely; to help unload and load pallet shipments of up to 50 cases; to lift or transport kegs that are 1/6 BBL and 1/2 BBL (with a dolly) in size to wholesale accounts.

Team member engages in both indoor and outdoor service, and must dress accordingly.

Items Requiring Special Attention

Team member must complete Mandatory Alcohol Service Training (MAST Permit) within 20 days of employment, and is responsible for performing their duties in compliance with Washington Liquor Law. MAST permit training is \$21, and takes about 4-4.5 hours to complete. Hierophant Meadery will reimburse for the \$21 fee. Your MAST permit will be good for 5 years, and can be used at any liquor establishment.

Ethics: Hierophant Meadery has a strong ethics policy. We expect the highest professional conduct at all times. Unprofessional conduct and violation of our ethics policies can be cause for immediate termination.

Reports to

Hierophant Meadery Owners/Managers Michelle Scandalis Kyncl & Jeremy Kyncl

Michelle 509.294.0134, contact@hierophantmeadery.com.

Jeremy 509.294.5758, jeremy@hierophantmeadery.com.

Hours

TBD - Part Time

Compensation

\$18.00 Hourly + Tips

Commuting

Ferry Tolls are covered by Hierophant, and are paid for in advance via a Ferry Pass or company credit card. Hierophant does not reimburse miles or pay hourly for commute to the production location. Hourly pay is honored for deliveries.

Insurance Benefits

Health insurance is available for full time year round employees. Employee elective Dental & Life insurance plans available for all year round employees.

Paid Time Off (Year Round Employees)

After 6 months of employment, Employees are eligible for PTO. Paid time off is offered at the advanced request in writing to management, paid at your base rate. PTO is non-accruing, and does not carry over into the next calendar year. PTO is awarded based on average weekly hours worked as follows:

____ 14-20 hours per week = 20 hours of PTO/year at base rate

____ 21-30 hours per week = 30 hours of PTO/year at your base rate

Uses for PTO include vacation time or planned medical leave requested at least 2 weeks in advance in writing, or in emergency circumstances such as missed work from illness (with manager approval). To best support other team members and the health of the company, PTO may not be used on days called out, and outside of extenuating circumstances approved by management, must be planned ahead.

Discounts and Mark outs

30% off product. 4 bottle/product mark outs per month (must be items produced by Hierophant Meadery). Please ring in all markets under the point of sale (Comp type: "Employee Mark out.")

No friends and family discount is available. Employee agrees that reselling alcohol obtained in any way is a federal offense.

Rest & Meal Breaks

This position is unique, in that you as the employee are often working independently. Employees are asked to self regulate breaks to work within Washington state labor law.

Here's our policy for employees taking breaks:

All breaks are paid for solo workers, as you are required to remain at the site for your rest periods, including a paid 30-minute meal break if your shift is over 5 hours (no need to clock out). A paid meal break for a five hour shift is 20 minutes.

Do what you can to take advantage of down times to take your breaks. You are in charge of your breaks.

If you are working with another person, please give each other breaks, and clock out for lunch.

Here's some more information on WA laws for breaks. <http://www.lni.wa.gov/WorkplaceRights/Wages/HoursBreaks/Breaks/default.asp>

Notice of Termination of Employment

Hierophant Meadery LLC requests a minimum 2- week notice should representative wish to terminate their position.

Confidentiality & Non-disclosure Agreement

Employee agrees to sign a Confidentiality & Non-disclosure agreement.

Acknowledgement & Acceptance of terms

By signing below, I acknowledge the terms and expectations, and am able to fulfill the duties presented.

Signature: _____

Print name: _____

Date: _____

08/11/23 by Michelle Scandalis Kyncl, Hierophant Meadery LLC