

# CALEDONIA SPIRITS®

## Job Description

Position	Event Support Staff	Department	Hospitality
Category	Part-time	FLSA Classification	Non-exempt
Supervisor	Retail Manager	EEO Category	Service Worker

### Summary

Event Support team members are a critical part of bringing the Barr Hill brand to life out in the field. You will work an array of events and tastings across the state – connecting with customers who already know and love Barr Hill and with new customers that will learn about our brand for the first time. Bottle sales, great conversations, and generating excitement about visiting the distillery are key to a successful event program. The Event Staff role is an as-needed position. Events often fall on Fridays, Saturdays and Sundays.

Founded by a beekeeper, Caledonia Spirits was built on a vision to connect Server culture to agriculture. We are passionate about the spirits we produce, including Barr Hill Gin, America's Most Awarded Gin. Our work is fueled by the values of environmental stewardship, social responsibility, and continuous learning.

At Caledonia Spirits we believe diversity makes us better. For us, it is not just about being an Equal Opportunity Employer, which we are proud to be. It is about inviting different experiences, backgrounds, and perspectives to our work; and making conscious efforts to reach out to candidates who can bring different ideas and perspectives to what we do and create together.

So we invite passionate people, committed to excellence, to join our team. We welcome applicants of all races, religions, colors, national origins or places of birth, ages, sexes, sexual orientations, genders, gender identities, and abilities. We welcome those who have served our country. We invite you to make our team richer and better.

### Duties and Responsibilities

The following duties and responsibilities reflect the essential functions of the position, but do not restrict the assignment of additional tasks. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Represent the Barr Hill brand in the field in a warm, professional and engaging manner with all customers and with other event vendors.
- Maintain knowledge of the company's products, distilling practices and history, and share our story with customers.
- Maintain knowledge of Vermont Department of Liquor Control rules and regulations as relevant to tastings and events.
- Follow safe loading and unloading practices for event supplies.
- Train for and support on-site retail at the distillery shop as available.
- Safely operate a company car for driving to and from events around the state.
- Be responsible for your success in the field - events are often worked solo and you must be ready to problem solve and stay engaged through the day.
- Follow cash handling best practices and use a Point Of Sale system to accurately ring up customer transactions.
- Respond to customer or team concerns with respect and with the intent to fully resolve the issue(s) of concern; report significant issues to management according to established protocol.
- Respond to supervisor communication in a timely manner.

### Education and Experience

**Required:** Any combination of education and experience likely to provide the skills, knowledge and ability to successfully perform the essential functions of the position.

**Preferred:** 2 years' experience in restaurant, hospitality or retail industry.

## Certifications and Licenses

**Required:** Vermont DLC serving license (within 1 week of hire);  
First Aid/CPR certification (within 3 months of hire).  
Valid drivers' license (upon hire).

## Required Knowledge and Competencies

- Ability to present and maintain a friendly, professional demeanor while at work.
- Foundational knowledge of spirits, wine and beer, and an interest and enthusiasm for learning more about craft spirits.
- Excellent interpersonal communication skills.
- Exceptional customer-service orientation, with the ability to recognize and utilize customer complaints as opportunities to build brand loyalty.
- Ability to follow and adhere to instructions, directions and guidance on processes, procedures and best practices for bar and retail operations.
- Basic math skills and ability to use Point of Sale and other equipment to process cash and credit card payments.
- Ability to read, write, and speak the English language at a level sufficient to understand Vermont's Liquor Laws and Regulations (per the Vermont DLC).
- Ability to problem-solve with a solutions-oriented approach and to successfully manage and resolve conflict.
- Ability to represent the company and the brand in a professional manner.
- Basic skills with computer equipment and software.

## Physical and Other Requirements

- Required to comply with all company policies and safety standards.
- Consistent presence at work according to assigned shifts, including nights, weekends, and holidays, as scheduled.
- Frequently required to work at an event for an extended period of time.
- Frequently required to work in a fast-paced environment and quickly complete multiple tasks of varying complexity.
- Frequently required to move about and navigate a variety of physical environments at various event spaces and at the distillery when loading and unloading.
- Regular operation of cash registers and other equipment to process cash and credit card payments
- Occasional operation of a computer, keyboard, mouse, and other devices.
- Participation in training sessions, presentations and meetings, on- and off-premises.
- Regularly required to lift and transport objects weighing up to 30 pounds.
- Ability to maintain confidentiality: regularly exposed to confidential, non-public information relating to the business.

## Supervisory Responsibilities

This position does not have supervisory responsibilities.