



## CEDAR LAKE CELLARS

### **Mission Statement:**

We create memorable experiences that exceed expectations and inspire each guest to return and celebrate.

### **Core Values:**

Advancement • Honesty • Excellence • Accountability • Attention to Detail

**Position/Title:** Assistant Operations Manager

### **Reports To:**

Director of Operations, Cedar Lake Cellars: The Assistant Operations Manager supports daily winery operations, events, and guest experiences. This hands-on role requires an ownership mindset to ensure smooth execution and operational excellence, with a strong focus on events.

## **Key Responsibilities:**

### **Operations**

- Assist the Director of Operations in managing daily winery operations.
- Ensure all operational standards and procedures are executed consistently.
- Actively monitor and manage operational flow across the property.
- Maintain the cleanliness, organization, and overall appearance of the grounds.
- Oversee parking lot flow, safety, and presentation.
- Serve as a primary point of contact for troubleshooting operational issues.
- Address and resolve equipment, system, and service-related challenges.
- Promote and ensure exceptional guest satisfaction at all times.
- Build and maintain strong relationships with guests and patrons.

### **Events & Programming**

- Primary focus on social and corporate events
- Assist with the execution of all winery events and signature events.
- Give effortless, proactive support to the Director of Events to ensure seamless execution.
- Ensure smooth coordination from setup through breakdown.
- Support event flow, staffing, and overall guest experience during events.

### **Staff Leadership**

- Support hiring, training, and development of team members.
- Adjust staffing and placements based on business levels and event flow.
- Identify opportunities for process improvements and communicate effectively.

- Foster a positive, team-driven culture across all departments.
- Ensure compliance with all company policies, procedures, and associate manuals.

### **Company Support**

- Assist with special projects supporting Investa Management and affiliated companies.
- Maintain the confidentiality of the company and proprietary information.
- Uphold the company's core values and adhere to the Code of Conduct.

## **Qualifications:**

### **Core Characteristics**

- Self-motivated with a strong “can-do” attitude.
- Resourceful, proactive problem solver.
- Personable, energetic, and team-oriented.
- Detail-driven with strong organizational focus.
- Takes ownership and accountability in all responsibilities.
- High integrity, strong work ethic, and positive attitude.
- Thinks and operates with an ownership mindset.

### **Skills & Experience**

- Strong leadership and decision-making abilities.
- Solid understanding of food, beverage, and hospitality operations.
- Experience managing staff in a fast-paced environment preferred.
- Effective communicator and strong listener.

### **Education & Certifications**

- Experience in restaurant, hospitality, or winery operations preferred.
- Bachelor’s degree in Business Management, Hospitality Management, or related field preferred.
- SERV Safe and/or TIPS Certification preferred.

## **Working Schedule & Requirements:**

- **Wednesday:** 9:00 AM – 6:00 PM
- **Thursday – Saturday:** Hours vary, typically 9–10-hour shifts
- **Sunday:** Hours vary, typically between 9:00 AM and 7:00 PM
- Must be flexible to work extended hours in response to business demands and events.
- Required to work all winery events and signature events.

### **Physical Requirements**

- Ability to lift and move up to 25 lbs.
- Ability to stand, walk, and move quickly for extended periods.

## **Additional Information:**

This job description is not all-inclusive and may evolve based on business needs. A pre-employment assessment is required. Cedar Lake Cellars and Investa Management are equal opportunity employers.