



Craft Beer Nation is a locally owned family business. We work to create a place where people can roll in, feel welcome, feel comfortable and be amongst beer people. People who know, love and appreciate everything that is craft beer and craft spirits.

As an employer, we think it's pretty great you choose to spend your time with us and we take that responsibility seriously. We want Craft Beer Nation to be a place where you can do your job, be able to make decisions that are right for the customer and have fun doing something you love. Basically we want you to

get your job done and we don't want to get in the way of you doing that. You're an adult, a professional and you love beer. If that all sounds right, then we hired the right person.

The job:	Beer Manager
Who can tell you what to do:	Josh Forbes, Owner/Beer Guy
Who you can tell what to do:	Beer Associates
Salary:	Determined based on industry experience and education.
Hours of Work:	35- 40 hours per week (including evenings and weekends), flexible work arrangements (including part time hours) considered.

Why this job exists:

The Beer Manager makes sure the store runs smoothly. That includes but isn't limited to making people feel welcome, sharing your beer knowledge, keeping the shelves stocked, processing purchases, filling growlers and just being an overall awesome human being.

If you've got time to lean, you've got time to clean! Just kidding, it's not 1980's McDonalds but we do expect you to make yourself and the Beer Associates useful. Keep the kegs flowing, the beer cold, the music bumping, check to see if there is toilet paper in the bathroom and don't catch a nap under the desk. In short, make your mom proud and don't be lazy.

What you do here:

Store operations. Typical duties: assist with staffing needs (including scheduling), recommend improvements to work procedures and policies; supervise staff including training employees; assign work; provide input into performance evaluations; handle employee problem solving issues; conduct staff training on store products, deliver proper customer service and sales techniques; establish procedures that comply with appropriate laws.

- Operate Point of Sale system (including cash registers).
- Handle and supervise day to day monetary transactions including all opening and closing procedures (pending shift requirements) and deposits.
- Train new employees on day to day operations of business.
- Check and receive incoming deliveries, replenish stock, plan weekly orders and maintain product quality and rotation.

- Supervise employees.
- Maintain all records, research potential beers and correspond with CBN Beer Club members.
- Ensures the store's cleanliness.
- Oversee growler bar and advise Beer Guy of any issues or required maintenance.
- Troubleshoot POS system as required.
- Provide input and assist with special events as required.

Customer service. Typical duties: provide knowledgeable customer service and specialized information regarding liquor products and laws, policies, and procedures governing liquor related issues, respond to inquiries; handle complaints or resolves problems for a diverse group of customers; assist customers in finding products, making selections, purchasing items; resolve potential confrontational issues when dealing with intoxicated individuals, shop lifters or those attempting to obtain liquor illegally.

- Serve customers by answering questions or advising brands, sizes, prices, and uses.
- Provide exceptional customer service by recognizing needs, questions, and problems. Work to get to know our regular customers and beer club members and anticipate potential new products for them to try.
- Maintain up to date knowledge on all products in the store and sold throughout the province.

Minimum Qualifications:

- Know and love craft beer.
- Always want to learn more about craft beer and be ahead of market trends.
- Preferred experience: supervising store operations in a retail environment; applying provincial laws related to the sale of alcohol; providing customer service; operating a computerized point-of-sale system.
- Good knowledge of: cash control and inventory management in a retail environment.
- Be at least 18 years of age.
- Be able to legally work in Canada.
- Be able and willing to provide excellent customer service.
- Be able to understand and communicate effectively in English.
- Be able to provide and pass a criminal record check.
- Be able to demonstrate aptitude for cashier and related duties, including calculations
- Be able to perform physically demanding work, including lifting 20-25 kg boxes and kegs.
- Education requirements include a high school or general education diploma and liquor industry training.
- Who you are as a person: leader, flexible, resilient, problem solver, computer literate, interested and interesting.

Please note this job description is subject to change and revisions as deemed appropriate by Josh and Erin Forbes.