

Job Title: Taproom Manager

Location: Brewery 99, New Bern, NC

Reports To: Operations Director

Hours: Day Shift: 8:00 AM - 3 PM, Evening Shift: 3 PM - 10:00 PM, & Weekends

Pay: TBD based on skill and experience

Job Description

Brewery 99 is seeking a motivated and personable **Taproom Manager** to lead the day-to-day operations of our taproom and deliver an outstanding customer experience. The ideal candidate is a craft beer enthusiast with bartending and sales experience, strong communication skills, and a passion for creating a welcoming atmosphere for families, locals, and tourists.

The Taproom Manager will oversee staff, coordinate events and promotions with the Marketing/Events Coordinator, and ensure that the taproom operates smoothly and efficiently. This role requires a trustworthy, flexible, and team-oriented leader who can remain calm under pressure, maintain a sense of urgency during busy periods, and foster a warm and inviting environment for all guests.

Responsibilities

Taproom Operations:

- Oversee daily taproom operations, including opening and closing procedures.
- Manage taproom cleanliness, organization, and maintenance to ensure an inviting space for customers.
- Serve craft beer, baked goods, coffee, and merchandise while providing knowledgeable and friendly service.
- Monitor inventory levels for beer, supplies, and merchandise; coordinate with the Operations Director to restock as needed.

Staff Leadership:

- Supervise and lead the taproom team, including bartenders and support staff, fostering a collaborative and positive work environment.
- Create and manage staff schedules to ensure adequate coverage during all shifts and events.

- Train and mentor taproom staff on customer service, product knowledge, and operational procedures.

Customer Service:

- Provide exceptional customer service to create a welcoming and enjoyable environment for families, locals, and tourists.
- Address customer inquiries, feedback, and complaints promptly and professionally.
- Promote merchandise, baked goods, and beer sales, upselling when appropriate.

Event Coordination & Promotions:

- Collaborate with the Marketing/Events Coordinator to plan and execute events, including tastings, live music, and private gatherings.
- Coordinate promotional activities to drive customer engagement and increase sales.
- Assist with event preparation, including setup and cleanup.

Physical Demands:

- Stand for extended periods (up to 8 hours or more).
 - Lift and carry up to 30 pounds (e.g., kegs, supplies, baked goods).
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Qualifications

Required Skills & Experience:

- Experience in bartending, taproom management, or hospitality, preferably in a craft beer environment.
- Strong sales and customer service skills, with an ability to upsell products.
- Excellent communication and interpersonal skills.
- Proven leadership ability with experience in scheduling, training, and supervising staff.
- Strong organizational skills and attention to detail.

Preferred Traits:

- A passion for craft beer and knowledge of beer styles, brewing processes, and pairing.
 - Flexible, trustworthy, and dependable with a proactive problem-solving mindset.
 - Personable and friendly, creating a positive environment for both staff and customers.
 - Calm and composed under pressure, particularly during high-stress or high-traffic periods.
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Why Join Brewery 99?

- Be part of a team that values quality, community, and craft beer.
 - Opportunities to lead and grow within a dynamic small business.
 - Work in a welcoming and supportive environment where your contributions make a direct impact.
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How to Apply:

If you're an experienced leader who is passionate about craft beer and creating exceptional customer experiences, we'd love to hear from you! Please send your resume and a brief cover letter detailing your experience and interest to brewery99events@gmail.com OR fill out the online job application accessible via our website: www.brewery99.com.

This job description outlines key responsibilities and qualifications but may not encompass all duties assigned. Brewery 99 is an equal opportunity employer and encourages individuals of all backgrounds to apply.