

ASSISTANT WINE CLUB COORDINATOR

GENERAL

Work location: 3700 Mill Road, Paso Robles, CA

Full-time position, Non-exempt status

Available to work Thursday - Monday

The Assistant Wine Club Coordinator reports to the DTC Sales & Wine Club Manager

JOB DESCRIPTION

1. CUSTOMER SERVICE

- Leads reservations, tastings and customer service in the Club Lounge
- Helps in Hospitality Center when needed
- Processing orders accurately and efficiently in Wine Direct
- Participating at Signature Club events by greeting, pouring, and selling to members
- Responds promptly to all telephone and email inquiries from members
- Ability to effectively resolve customer complaints
- Greet and check in Signature Club members at Amphitheatre Terrace Club pre-shows during concert season

2. ADMINISTRATION

- Assists in maintaining customer database of new members, updates, and cancellations
- Assists in the execution of quarterly Signature Club shipments
- Checks Wine Direct Fulfillment and ShipCompliant orders daily and resolves shipping issues in a timely manner
- Performing other assigned duties as directed

REQUIREMENTS

- Minimum 2-years in hospitality/front of house position required
- Proficient in Microsoft Excel, Outlook and Word
- Excellent phone etiquette
- Experience with Wine Direct/Vin 65 desired
- Prior wine experience and advantage but not required
- Excellent customer service and hospitality skills
- Must be 21 years of age
- Ability to lift 55 pounds repetitively
- Must be available to work weekends, evenings, holidays, and events
- Must be a team player who can work efficiently in high volume, fast paced situations.

ABOUT VINA ROBLES

Growers and makers of expressive, approachable estate wines from Paso Robles, California, Vina Robles owns and farms six estate SIP® Certified Sustainable vineyards in five sub-districts in the region. First class hospitality service is offered by way of unique, memorable experiences with wine, food and music at their core. The vineyards & winery are owned and managed by two Swiss families who have been farming wine grapes in Paso Robles for more than 20 years.

Known primarily for their Cabernet Sauvignon and Petite Sirah, the Vina Robles lineup includes small lots of a wide range of varieties and creative blends. While adhering to traditional winemaking methods, veteran winemaker Kevin Willenborg implements modern technologies to make his estate wines with minimal intervention.
