

**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.

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Employee Signature

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Date