

## **WINE CLUB ADMINISTRATOR**

### **BACKGROUND**

Vina Robles Vineyards & Winery is seeking a customer service oriented individual to assist in the processing and execution of quarterly wine club shipments and be the point of contact for all Wine Club Member inquiries via phone, email and in-person.

### **GENERAL**

- Work location: 3700 Mill Road, Paso Robles, CA
- Full-time position, Non-exempt status
- Available to work Wednesday - Sunday
- The Wine Club Administrator reports to the Wine Club Lead

### **JOB DESCRIPTION**

#### **1. ADMINISTRATION**

- Assisting in the execution of quarterly Wine Club shipments
- Processing DtC orders accurately and efficiently in POS system
- Performing other assigned duties as directed

#### **2. CUSTOMER SERVICE**

- Responding promptly to all telephone and email inquiries from Wine Club Members
- Assisting in phone calls to Wine Club Members regarding orders and promotions
- Ability to effectively resolve customer complaints
- Participating in tastings and customer service in the Wine Club Lounge
- Participating at Wine Club events by greeting, pouring, and selling to members
- Greeting and checking in Signature Club members at Amphitheatre Preshows during concert season

### **REQUIREMENTS**

- Minimum 1-year detail orientated/administrative position experience required
- Proficient in Microsoft Excel, Outlook and Word
- Excellent phone etiquette
- Experience with Wine Direct/Vin65 desired
- Experience with Ship Compliant and Wine Direct desired
- Prior wine experience an 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, holidays, and events
- Must be a team player who can work efficiently in high volume, fast paced situations.

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## **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 winegrapes 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.

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