

WINE CLUB COORDINATOR

GENERAL

Work location: 3700 Mill Road, Paso Robles, CA

Full-time position, Non-exempt status

Available to work Sunday - Thursday

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

JOB DESCRIPTION

1. ADMINISTRATION

- Maintaining customer database of new members, updates, and cancellations
- Inputting new club applications
- Assisting in the execution of quarterly Signature Club shipments
- Assisting in the annual planning of shipments (i.e. packaging orders, shipment timeline)
- Manage Terrace Club bookings for members during concert season
- Providing data analytics on Signature Club membership quarterly
- Performing other duties as assigned

2. CUSTOMER SERVICE

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

3. SHIPPING AND INVENTORY

- Checks Wine Direct Fulfillment and ShipCompliant orders daily and resolves shipping issues in a timely manner
- Works with a Manager on biweekly physical inventory
- Performing other assigned duties as assigned

REQUIREMENTS

- Minimum 3-years in detail orientated/administrative 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.

Employee Signature

Date