

William Chris

VINEYARDS

Job Description – Reservationist/Wine Club Ambassador

Position Objective:

“To share a piece of our world.” William Chris Vineyards is creating a new position for for an individual who will assist the Wine Club team and be our weekend Reservationist. As the Wine Club Ambassador this individual will assist with club coordination, processing, assisting in data management and help monitor club statistics. The successful candidate will be at the center of all things related to the Wine Club and working with all departments to ensure a wonderful and memorable experience for each and every club member.

As an experienced Reservationist this individual will be a master at anticipating change, planning for challenges, and solving problems on the fly. This person exemplifies what it takes to build customer satisfaction as if it’s second nature. We’re looking for an outgoing individual to work in an exciting and growing industry.

Duties / Responsibilities:

- Ability to provide exceptional written and verbal customer service and manage heavy volume of customer calls, emails, and requests.
- Experience managing guest reservations and stepping in as host/hostess as needed.
- Experience coordinating, collaborating, and working effectively with other departments.
- Communicate with club members to update credit cards, emails and all wine club information
- Ensure that every aspect of the club, including member visits, events, communication, and shipping are handled in a professional manner.
- Assist in planning the wine club newsletters and tasting notes.
- Communicate with club members to update credit cards, emails and all wine club information
- Ensure accurate information on all members files and correspondence.
- Partner with the Shipping/Inventory Coordinator to ensure smooth club shipping.
- Assist in our Wine Club lounge as needed.
- Strong sense of customer service and desire to create an unforgettable experience for our guests – each guest shares a piece of our world and becomes a part of our story. That experience begins with you.

Competency /Qualifications:

- Exceptional communication skills and attention to detail
- Responds and works well under pressure
- Works independently with little supervision
- Creative thinking and always up for a challenge
- Excellent time management skills
- Team Player with the ability to coordinate with all levels of the business
- Flexibility in schedule including weekends and some holidays
- Maintain a positive attitude and work environment
- Strong organization, problem solving analytical skills
- Ability to lift 50 lbs.

Experience:

- Proficiency in MS Office
- Preferred experience with CRM software

