

**RETAIL AMBASSADOR - JOB DESCRIPTION**

**Position Objective:** The Retail Ambassador is passionate about Apparel, Retail and Wine, brings the energy of world-class customer service to life and is guest-obsessed. As part of our collaborative team, you help us create an experience that brings William Chris Vineyards into the homes of our guests with wine and beyond.

**Duties| Responsibilities**

* Create a welcoming experience by authentically greeting all guests.
* Engage customers in a courteous, helpful, and respectful manner, promptly and politely responds to customer inquiries and customer requests for support.
* Build a highly satisfied and loyal customer base through engagement, uncovering needs, making product recommendations.
* Observe to quickly understand whether a guest needs assistance or wants to interact. Follow body language and verbal clues to tailor your approach.
* Engage with guests in a genuine way, which includes asking questions to better understand their specific needs.
* Explain basic features of merchandise and retail to customers.
* Resolve customer issues and ensure customer satisfaction.
* Maintain proper inventory levels, ensure stocking, assist in receiving and processing product shipments.
* Ensure the store always remains clean and presentable, organize and straighten merchandise areas on the sales floor.
* Meet sales goals and expectations during your scheduled shifts

Competency | Qualifications

* Excellent organizing and strong sales abilities
* Customer service skills and ability to multitask
* Learn and adapt to current technology needs
* Work independently and as part of a team
* Manage workload and prioritize tasks independently
* Demonstrated sales and customer service results in a fast-paced environment
* Effective communication skills, being open to feedback and the ability to act on it
* Extend 100% of your professional ability to the operation
* Must be able to work our peak times, including Fridays, Saturdays, Sundays, and some holidays in addition to on-site events
* Other appropriate duties may be assigned when required by the senior leadership team, role and responsibilities may be subject to change at any time and will be communicated accordingly

**Benefits**

* Competitive Salary
* 75% Company paid employee health, dental and vision insurance
* 401K
* Life Insurance
* Paid Time Off
* Gym Membership
* Personal and professional development opportunities
* Real. Texas. Wine. monthly allotment