



Title: Member Support Specialist
Department: Wine Club
Location: Winery/2nd Street Office
Reports to: Wine Club Manager
Supervises: None
Category: Full Time/Non-exempt
Version: 1/23/19

POSITION SUMMARY:

Provides impeccable service to existing and future wine club members through telephone, electronic and in-person contacts to ensure a high rate of member retention and to support continued growth of the member base; responds to incoming sales calls from customers; maintains member and customer data in the database and supports the Wine Club Manager with timely accurate processing of transactions. This is a full Time position working Tuesday thru Saturday.

Responsibilities:

- Assists individual guests with general tasting and tour reservations by answering the general winery reservation phone number and using the reservation system.
- Processes orders for shipping. Monitor all orders processed through ship compliant and bring to managements attention when orders do not meet individual states shipping regulations.
- Responds to all wine club member/consumer inquiries and sales calls in accordance with service standards
- Uses these opportunities to explore and deliver higher value products and services that further our relationship with our members and build our member base
- Places calls to members to update personal and credit information
- Maintains accurate data and records of contacts and transactions including new member signups and all general mailing list signups.
- Accepts responsibility for members and shoppers' satisfaction
- Occasionally attends wine club events, performing duties necessary for a successful program to include, set-up, registration, pouring, bussing tables, etc. as required
- Track customer wine club referrals and gift member ships including filing, updating and watching the status of first shipment received.
- Responsible for checking Wine club events, administrative and general wine club voicemail and responding to customer inquiries in a timely manner.
- Monthly tracking of UPS/Fedex Redirects. Includes contacting customers for new address updates and creating paperwork for invoice for charging fees.
- Call/Email customers regarding their in-house returned wine club shipment
- Performs administrative duties as required for a smooth running, cohesive team to include copying, filing, assisting with bulk mailings, etc.

- Under general supervision performs a variety of routine, scheduled account management functions

ESSENTIAL PHYSICAL REQUIREMENTS:

Ability to: sit for extended periods of time; operate usual office equipment; move freely though all work areas; occasional reaching, grasping, bending, twisting and lifting of items up to 35# such as mail bins, boxes of office supplies, printed materials, etc.; routine and reliable attendance is a requirement of this position.

REQUIRED COMPETENCIES:

- Excellent communication skills, both written and verbal
- Strong interpersonal skills, builds rapport and inspires trust
- Strong ability to close sales, to up sell and cross sell
- Strong ability to resolve customer complaints
- Ability to handle high volume work load and prioritize effectively
- Ability to apply membership and product knowledge effectively
- Ability to display courtesy and sensitivity
- Ability to manage difficult or emotional customer situations
- Even temperament, even when under stress
- Ability to function well as part of a multi-functional team
- Demonstrated problem solving ability
- Dependable
- Ability to think creatively, present ideas persuasively, ask for help, when needed
- Present a professional image whenever representing employer

MINIMUM QUALIFICATIONS:

- Experience with data entry or database with the ability to process established volume with efficiency and accuracy
- Minimum 2 years experience working in a customer service or sales environment working directly with the public
- Customer service training, whether formal or informal, sufficient to be able to resolve difficult situations with ease and to cross-sell or up-sell effectively
- Intermediate math skills, sufficient to add, subtract, multiply and divide, to calculate percentages and demonstrate reasoning skills.
- Intermediate skills in the use of a PC in a networked environment to include in MS Office products: Word, Excel, Outlook, Access; internet browsers, etc.

Preferred Qualification:

- Wine club or related winery experience
- Knowledge of wines, winemaking and/or wine culture.
- Knowledge of the local area, ability to assist members visiting from other areas.