

## ***Wine Club and Customer Service Coordinator***

Monday – Friday

Full Time

Selected as one of the best places to work in the North Bay by the North Bay Business Journal, Ledson is an established Sonoma Valley family-owned winery and hotel. Ledson has a quality first mantra, not only with our wines but also our tasting room, grounds, and guest's experience. As a family-owned winery, we believe our customers come first and it is our goal to provide them with exceptional hospitality. We value our employees and promote long-term careers with opportunity for growth within. The Wine Club and Customer Service Coordinator position is an excellent opportunity for an enthusiastic and dedicated person to join our team, this position is multifaceted and requires a heavy emphasis on customer service as well as accurately executing administrative tasks.

### Position Responsibilities:

- Supporting the Wine Club Director as an ambassador of the company demonstrating exceptional customer service, primarily through phone and email communication with existing customers
- Presents a friendly, positive, and professional disposition while assisting guests, vendors, and team members
- Accurately maintains and manages customer accounts
- Assist customers in processing wine club and retail orders
- Promptly respond to all customer inquiries following company policies and procedures
- Proactively provides order information and solutions for customers
- Coordinate with Sales Representatives and Tasting Room staff regarding order details & account upkeep
- Data entry for new wine club sign-ups, audits orders and provides training and assistance to floor associates for improvement.
- Assists in communicating details regarding monthly club shipments (billing & shipping dates, wine selections, custom shipping arrangements, special offers)
- Assists with shipping logistics via phone and email for Wine Club & Tasting Room orders with third party shippers (reships, redirects, returns, re-issuing damaged orders)
- Strong understanding of the importance of customer service and club member retention; ability to provide appropriate alternatives to fit member needs
- Perform all other duties as assigned and/or requested by management in a professional and efficient manner

### Qualifications:

- One to two year's experience in an administrative or customer service role; but willing to train the right individual!
- Strong written and verbal communication, and customer service skills required
- Quick and accurate data entry, with an eye for detail
- Desire to achieve and meet expectations of management
- Ability to assist customers with a friendly, professional, and helpful attitude
- Able to multi-task and work efficiently in a face paced environment

- Ability to follow through and close all loops with all tasks or customer service issues with 100% resolution
- Dependable, positive, team player that has pride and takes responsibility for their work
- Computer literate with extensive experience with Microsoft Office Suite required
- Enthusiasm for wine, and interest in expanding expertise

Benefits:

- Annual bonus program based on performance and club membership
- Medical/Dental & Vision benefits available
- 80 hours vacation accrual annually (increases with tenure)
- 24 hours Sick pay
- 401K (matching)
- 50% discount on wines