

WILSON ARTISAN WINERIES

Job Description

Job Title: Inventory/Back Office Coordinator
Department: Soda Rock Winery
Reports To: Director of Hospitality
FLSA Status: Non-Exempt
Employment Status: Full-time
Approved Date: October 2017

JOB SUMMARY:

The Soda Rock Inventory and Back Office Coordinator is an integral member of the Soda Rock team. Working closely and under the guidance of the Director of Hospitality, this position is responsible for performing all duties related to inventory at Soda Rock Winery, daily back office operation of the tasting room, assisting with special projects, events and backing up the tasting room as needed.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Inventory and Shipping:

- Shipping – Ensure accurate amounts of wine are staged at the shipping location for everyday shipping as well as wine clubs and special promotions. Run warehouse pull orders and manifests for third party shipper
- Receiving/Sales orders – Coordinate in-bound orders with off-site storage facility to stock warehouse and tasting room. Place sales orders for both upon need and upon request
- Stock, maintain and organize winery's fulfillment room and warehouse
- Database Maintenance – create, input and maintain all items in the inventory database. Know when to activate/inactivate/transfer wine into and out of multiple locations. Reconcile any discrepancies that may occur
- Maintain inventory and wine club allocation spreadsheets with high degree of accuracy and communicate these figures to tasting room employees, Wine Club Coordinator & Director of Hospitality
- Maintain allocation of wine club orders
- Prepare and track Bill of Ladings for all bulk wine and cased goods into and out of the winery
- Prepare various inventory related reports as needed
- Update and maintain winemaking records, if required
- Follow all proper safety procedures
- Maintain and follow-up on problem orders with customers and our shipper – missing wine, delivery problems, etc.
- Fulfillment – Coordinate the effort to pull and pack all will-call wine club packages. Ensure that all will-call orders are packed, set aside in a dedicated area and maintain all futures orders. During event days it may be required to assist with pulling and packing wine orders for waiting customers
- Perform cased goods inventory counts and complete inventory reconciliation

Back Office:

- Answer incoming phone calls and field customer inquiries, assist with ad-hoc sales campaigns as needed for special SKUs.
- Assist Wine Club Coordinator with order exceptions – contact customers with expired cards, declines and payment information as needed
- Database management: Ensure the email distribution contacts list and customer database are current and up-to-date; manage bounced emails and reach out to customers for updated contact information
- Coordinate with the Director of Hospitality on the timely execution of futures, from inception of order to pick up by customer
- Ensure supplies, merchandise and food items are ordered and fully stocked on a weekly basis in coordination with the Director of Hospitality
- Run general errands for event set-up, supply needs, cash drops and bank change
- Schedule tasting reservations and prepare marketing collateral for guests
- Maintain Soda Rock website and e-commerce customer orders, working with Wine Club Coordinator to fulfill orders
- Update tasting room materials with WAW Marketing team and Director of Hospitality/DTC Sales Manager
- Assist with serving guests at tasting room bar (only as needed) and work Soda Rock events as needed
- Assist with maintaining the winery image to reinforce standards of the brand
- Prepare reports for Senior Leadership Team and Administration as needed
- Perform other duties as assigned

KEY RELATIONSHIPS:

Director of Hospitality, Wine Club Coordinator, Events Coordinator, WAW Inventory Team, Tasting Room Sales Associates, Marketing Manager.

JOB REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or ability required.

- Must be at least 21 years old
- Must be extremely organized and detail oriented
- Must have excellent verbal and written communication skills
- Must possess advanced interpersonal and influencing skills
- Database management and data entry experience required
- Must have the ability to track and analyze data, identify discrepancies and resolve them
- Available weekends, evenings and occasional holidays as required and extended hours in order to complete the job
- Present and maintain a professional appearance
- Must be a team player and maintain a positive disposition
- Ability to sit and stand for extended periods of time
- Ability to lift 50lbs. on a repetitive basis
- Able to obtain and maintain forklift certification within 90 days or less and safely operate a forklift on a regular basis

EDUCATION AND/OR EXPERIENCE:

- High School diploma or general education degree required. Associate's or Bachelor's degree preferred
- Experience reconciling inventory, performing various office tasks and tasting room experience preferred
- Wine industry experience preferred
- First-hand knowledge, appreciation and passion of wine and wine-related topics preferred
- Retail sales and customer service experience: ability to present product, up sell & cross sell preferred

LANGUAGE SKILLS:

Ability to communicate effectively in both spoken and written formats. Bi-lingual (English/Spanish) preferred.

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to make change from a cash register.

REASONING ABILITY:

Must possess the ability to analyze large amounts of information and be able to identify errors and resolve them. Ability to plan ahead for inventory needs.

CERTIFICATES, LICENSES, REGISTRATIONS:

Must have a valid class C driver license, insured/reliable transportation and an acceptable driving record. Ability to successfully complete TIPS or RBS certification. Ability to successfully complete Safe Food Handler certification. Must be able to obtain and maintain forklift certification.

COMPUTER SKILLS:

Intermediate or higher Microsoft Office skills, database management and the ability to accurately operate a POS system.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to coordinate multiple projects and tasks. The employee is regularly required to use arms hands and fingers to operate a computer, calculator, telephone, move cases of wine, operate a register and to pour wine.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employee must be able to listen, speak and interpret information and also taste and smell. The employee is frequently required to stand, move, sit and walk for prolonged periods of time. The employee must be able to lift/move/carry up to 50 pounds on a regular basis. The employee is occasionally required to stoop, kneel, climb and crouch.

While performing the duties of this job, the employee is regularly exposed to a combination of an office and tasting room environment. Employee may also be occasionally exposed to outdoor conditions during special events. The noise level in the work environment is usually low to moderate. Events may have higher level of noise at times.

EMPLOYEE ACKNOWLEDGEMENT:

This job description in no way states or implies that these are the only duties to be performed by the employee incumbent in this position. The Employee may be required to follow any other job-related instructions and to perform any other job-related duties as requested.

This document does not create an employment contract, implied or otherwise, other than an “at-will” relationship.

Signature Employee

_____ Date: _____

Signature Manager

_____ Date: _____