

JOB SUMMARY:

The Back Office Coordinator is an integral member of the deLorimier team. Working closely with and under the guidance of the Sales Manager, this individual is responsible for performing the daily back office operations of the tasting room, assisting with special projects and events and serving in the tasting room as needed.

EXAMPLES OF ESSENTIAL DUTIES AND RESPONSIBILITIES:**Back Office:**

- Answer incoming phone calls and address customer inquiries, assisting with ad-hoc sales campaigns as needed for special SKU's.
- Responsible for inventory management of all locations. This includes, but is not limited to, wine movement, end of month counts, troubleshooting and weekly updates for the team.
- With oversight from the Sales Manager, assist with the planning and execution of events.
- 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 Sales Manager on timely execution of futures, from inception of order to pick up by customer.
- Maintain competitions and wine writer database and submissions for winery.
- Assist in maintaining social media sites.
- Ensure supplies, merchandise and food items are ordered and fully stocked on a weekly basis in coordination with the Sales Manager.
- Run general errands for event set-up, supply needs, cash drops and bank change.
- Schedule tasting reservations and prepare marketing collateral for guests.
- Maintain deLorimier website and e-commerce customer orders.
- Update tasting room materials with WAW Marketing team and Sales Manager.
- Serving guests at the tasting room bar and during events.
- 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.

Inventory and Shipping:

- Shipping – Ensure accurate amounts of wine are staged at the shipping location for every day shipping as well as wine clubs and special promotions for operating wineries and brands. 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 all wineries both upon need and upon request.
- Stock, maintain and organize winery's fulfillment room and warehouse with the help of the on-site staff.
- 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 & Sales Manager.
- Maintain allocation of wine club orders at each winery.
- 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 proper safety procedures.

Working with Sales Manager:

- 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 with assistance from on-site staff. 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 assist in inventory reconciliation.

KEY RELATIONSHIPS:

deLorimier Sales Manager, Wine Club Coordinator, Events Coordinator, Winemaker, WAW Inventory Team, Tasting Room Sales Associates, Chef.

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. Reasonable accommodations may be made, if available, to enable individuals with disabilities to perform the essential functions.

- Must be at least 21 years of age.
- First-hand knowledge, appreciation and passion of wine and wine-related topics.
- Must have strong verbal and written communication skills with the ability to speak confidently in front of people.
- Retail sales and customer service experience: ability to present product, up sell & cross sell.
- Interpersonal awareness, relationship management and influencing skills.
- Computer skills: Microsoft Office and point-of-sale applications; Wine Direct is a plus.
- Database management and data entry experience a plus.
- Must have analytic ability for reporting.
- Available weekends, evenings and occasional holidays as required and extended hours in order to complete the job.
- Maintains 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/move/carry 50 lbs. on a regular basis.

EDUCATION AND/OR EXPERIENCE:

- Minimum of one year of related experience
- High School diploma or general education degree; AA/BA degree preferred

LANGUAGE SKILLS:

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers and team members.

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:

Ability to understand and carry out instructions furnished in written, oral, and visual form. Ability to make sound decisions and ask for clarification when needed.

CERTIFICATES, LICENSES, REGISTRATIONS:

Must have a valid class C license, reliable/insured transportation and an acceptable driving record.

Ability to successfully complete TIPS or RBS certification.

Ability to successfully complete Safe Food Handler certification.

COMPUTER SKILLS:

Intermediate or above Microsoft Office skills, database management, social media applications and the ability to operate a POS system.

PHYSICAL DEMANDS & WORK ENVIRONMENT:

The physical demands and work environment 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, if available, to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to prioritize, coordinate and execute multiple projects or tasks. The employee is regularly required to use hands, arms and fingers to operate standard office equipment, a POS system and to open and pour wine. The employee must also have the ability to listen, hear, read write and speak to exchange information. Must have the ability to smell and taste wine. The employee is frequently required to stand, move or walk for prolonged periods of time. The employee must be able to lift/move/carry 50 pounds on a regular basis. The employee may also be required to sit, stoop, stand on a small step-ladder and kneel. While performing the duties of this job, the employee is regularly exposed to a combination of an office, tasting room and outdoor patio environment. The noise level in the work environment is usually moderate. Events may have higher level of noise at times.

Wilson Artisan Wineries is an equal opportunity employer.