

JOB TITLE: Wine Club Manager
COMPANY: Painted Rock Estate Winery
LOCATION: Penticton, BC
CONTACT: Lauren Skinner Buksevics / laurenskinner@paintedrock.ca



WINE CLUB MANAGER

We are looking for an enthusiastic Wine Club Manager to join our team. This role at Painted Rock Estate Winery is a detailed one, involving the management and growth of one of the Okanagan's best-known wine clubs, as well as overseeing our direct-to-consumer (DTC) e-commerce operations. A passionate individual with a love of wine, high attention to detail, and strong communication and organizational skills is the perfect candidate for this role. You will be a pivotal member of our team, representing Painted Rock daily to our most loyal customers and ensuring a seamless online shopping experience. Experience with e-commerce platforms, particularly Commerce7, is an asset.

Responsibilities

Wine Club Management

- Strategic planning and execution of the single annual wine club shipment to 3,000 members
- Coordination of annual wine club shipment packing with third party warehousing partner
- Coordination of wine releases and member specific promotions
- Packing and distribution coordination of DTC orders
- Manage sales incentive programs for staff to increase wine club sign-ups and sales
- Train seasonal employees on wine club promotion and management
- Coordinate and conduct VIP, Wine Club Member, and Group tours when necessary
- Act as the primary point of contact for Wine Club Members, handling inquiries and support
- Coordinate and host member-exclusive events in collaboration with the Hospitality Manager

E-Commerce & Digital Sales

- Oversee and maintain the online store, ensuring an intuitive and seamless shopping experience
- Manage product listings, pricing, and inventory control in Commerce7
- Monitor e-commerce analytics and sales performance
- Assist with the fulfillment of private customer orders, ensuring an exceptional customer experience
- Respond to customer inquiries regarding online purchases and troubleshoot any issues

Desired skills

- **Previous wine club management experience required.**
- Strong organizational skills with high attention to detail and able to work well under stress
- Friendly, outgoing personality
- Excellent customer service skills
- Strong verbal and written communication skills
- Experience as a supervisor or team leader
- Availability to work weekends as needed
- Ability to work independently and in a small team
- Strong computer skills including word, excel & outlook
- Strong knowledge of and passion for wine – formal training is an asset
- Experience with Commerce7
- E-commerce experience is an asset
- Serving It Right and Food
- Ability to lift 40lbs.

This is a **full-time, salaried role with health benefits**. The anticipated salary range is **\$57,000 – \$67,000**, negotiable based on experience.

We look forward to welcoming the next great member of our **Painted Rock family!**