

JOB TITLE: Wine Club Manager
COMPANY: Painted Rock Estate Winery
LOCATION: Penticton, BC
CONTACT: Lauren Skinner / 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 managing and growing one of the Okanagan's best-known wine clubs. A passionate individual with a love of wine, high attention to detail and strong communication and organization 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.

Responsibilities

- Strategic planning and execution of once yearly wine club shipment, releases and promotions
- Fulfilment of wine club orders
- Manage sales incentive programs for staff to increase sales and wine club sign ups
- Train seasonal employees about promotion and management of wine club
- Co-ordinate and conduct VIP, Wine Club Member and Group tours when necessary
- Manage and maintain wine club in Wine Direct including creating products and controlling online inventories
- Answering or coordinating responses to all emails in a timely manner
- Assist with packing and shipping private customer orders
- Coordinate member events with Events & Tasting Room Manager
- Performing hospitality duties including greeting guests, providing tastings and wine education to visitors
- Key contact for Wine Club Members
- Represent Painted Rock at occasional off-site consumer events as needed

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 Wine Direct point-of-sale
- Serving It Right and Food
- Ability to lift 40lbs.

This is a full-time, salaried role offering health benefits. We want the next great member of our Painted Rock family!