

# RIDGE VINEYARDS

**Title:** Monte Bello Customer Service Representative  
**Reports to:** Senior Manager of Retail Sales & Hospitality  
**Category:** Full-time Salary, eligible for full benefits

**OBJECTIVE:** To provide an exceptional customer service experience to guests, customers and wine club members via telephone, email and website chat. Effectively facilitate positive customer relations through answering visitation-related inquiries, scheduling visits and wine pickups, providing product information and education, processing orders, and helping facilitate the sale of wine and wine club memberships. Review and troubleshoot customer problems and initiate action for resolution, or refer complex or difficult customer inquiries to the manager for review and reconciliation. This position plays a key role in influencing the public's perception of Ridge Vineyards, therefore, must possess excellent communication and customer service skills.

## ***Primary Duties and Responsibilities:***

- Address inbound inquiries to Monte Bello
  - Answer and respond to phone calls and voice messages
  - Respond to emails in a timely manner
  - Schedule and adjust new and existing reservations
  - Receive and respond to event inquiries
  - Receive and respond to visitation-related LiveChats from website
- Order Processing and Membership
  - Accurately process new customer orders and wine club memberships
  - Effectively field questions on our wines and membership programs
  - Utilize our systems (WiMS / Orion / Salesforce) to research sales and wine club history to effectively target communications
  - Add and update customer records as needed
  - Conduct customer outreach to maintain current record information
  - Import internet orders
  - Resolve membership program exception reports
  - Investigate and resolve complex customer record and order issues utilizing Salesforce, WiMS, and FedEx/UPS online tracking tools
  - Work with team in completing various projects, including but not limited to:
    - Will call orders that have not been picked up
    - Database clean-up projects
    - Optional club order processing
- Shipping/Warehouse
  - Track and resolve shipping issues with warehouse staff
  - Work with warehouse staff on special request orders
  - Follow-up on returned shipments for immediate turnaround
- Club/Futures
  - Support Retail, Customer Service and Warehouse teams to ensure all club/futures orders are shipped out accurately and in a timely manner
  - Facilitate key items during futures offering with Retail and DTC Operations Manager

- Miscellaneous
  - Provide administrative support for the Retail and Customer Service teams
  - Monitoring and maintenance of marketing materials and non-wine items
  - Customer Service, Marketing and Wholesale project support as necessary
  - Employee order processing & fulfillment (Futures, Ridge Bucks, etc.)
- Performs all related duties as assigned.

### **Requirements**

- BA/BS/AA degree preferred, HS diploma required
- At least 2 years' experience in the wine industry, ideally in Customer Support, required
- Experience utilizing Salesforce, WiMS, Orion, and FedEx/UPS online tracking tools preferred
- Logistics or supply chain experience desired
- Experience working with shipping carriers and understanding of wine shipping specifics
- A strong interest (or even passion) for well-made wine
- Excellent communication skills, verbal and writing
- Experience using MS Office Suite, and email required. Experience with LiveChat a plus
- Comfortable "wearing a number of different hats," multitasking to take care of the daily responsibilities while being distracted by customer challenges
- Ability to provide outstanding customer service -- specifically, through cheerful communication with others, especially when solving problems.
- Detail orientation.
- Flexibility to work early/late/overtime as needed.
- Ability to work a Thursday through Monday schedule.