

Location: Milpitas, CA/Remote
Title: Customer Service Representative
Category: Full-time, non-exempt, full benefits

OBJECTIVE: To provide an exceptional customer service experience to consumers and wine club members via telephone and email. Effectively facilitate positive customer relations through product education, order processing, customer service, and the sale of wine and wine club memberships. Review and troubleshoot customer problems and initiate action for replacement, return, and credits; 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 (Include, but not limited to):

- Order Processing and Membership
 - Process customer sales (WiMS / Orion / Salesforce) including accurately answering questions on current and past products, researching purchase and wine club history to target communications, accurately adding and adjusting customer profile information, and transacting orders
 - Answer questions on our membership programs, process enrollments, and update member records
 - Customer outreach to maintain current record information
 - Resolve membership program exception reports
 - Investigate and resolve complex customer record and order issues utilizing Salesforce, WiMS, and Fed Ex/UPS online tracking tools
 - Work with the team in completing the following projects but not limited to:
 - Database clean-up projects
 - Optional order processing
 - Will call orders that have not been picked up
- Telephone/Email
 - Answer and route calls as appropriate
 - Respond to voice and email messages in a timely manner
- Warehouse/Shipping
 - Track and resolve shipping issues with warehouse staff
 - Work with warehouse staff on special request orders
 - Follow-up on returned shipments for immediate turnaround
- Futures
 - Facilitate key items during futures offering with DTC Operations Manager
 - Futures Address Correction Report
 - Delayed futures shipment log
 - Futures allocation adjustments

- Support warehouse to ensure all futures orders are shipped out accurately and in a timely manner
- Holiday
 - Work with DTC Operations Manager to review and address shipping issues prior to the start of the season
 - Responsible for contacting and processing orders for corporate customers
 - Monitor and assure gift card sales and redemptions are documented accordingly
- Events
 - Periodically work at both on and off-site events and tastings as needed
- Miscellaneous
 - Support in maintaining Ship Compliant portal up to date (licenses, registrations, products, labels, etc.)
 - Provide Administrative support for the tasting room
 - Monitoring and maintenance of marketing materials and non-wine items
 - Document customer service policies and procedures for the Retail department
 - Marketing and Wholesale project support as necessary
- Performs other related duties as assigned.

Requirements

- At least 2 years of experience in the wine industry
- Logistics or supply chain experience is desired
- Thorough Knowledge of Wims, Orion, and Salesforce desired
- Experience working with shipping carriers (UPS, FedEx) and understanding of wine shipping specifics
- A strong interest (or even passion) for well-made wine
- Excellent communication skills, verbal and writing
- 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. We have great customers that have been with us for a long time, and you'll be key to keeping them satisfied
- Detail orientation. In our business, small details can make a big difference in the value of a wine.
- Flexibility to work early/late/overtime as needed, especially during March, April, October, November, and December. (We still work a pretty "normal" Bay Area day!)

Please submit your resume to: careers@ridgewine.com