



Turley Wine Cellars, Templeton, CA

Direct to Consumer (“Mailing List”) Coordinator

Part-time, 2-3 days per week, 8:30 to 5:00

Hourly, Non-Exempt

Position Overview

The Mailing List Coordinator plays an essential role at TWC in the success of our three annual wine releases and as the primary point of contact for our members and customers.

Our ideal candidate can process information and data quickly and accurately, has worked in a similar role preferably in the wine industry, and has the professionalism and personality to work well in a friendly, busy, small, open office environment. Your ability to deliver excellent customer service, communicate professionally, solve problems, stay organized and juggle multiple issues efficiently while handling interruptions and shifting priorities is essential.

Although this position is administrative, a solid wine knowledge and interest is important, and you will be expected to learn and know the 30+ wines the we offer including vineyards, appellations, tasting notes, history, and general winery/company information.

Primary Responsibilities

- Respond to all customer inquiries with the highest level of customer service and handle the occasional difficult situation calmly and with tact
- Assist customers with the order placement process: walk them through shopping cart steps, assist with wine choices, answer general questions, troubleshoot credit card processing issues and address customer feedback
- Assist customers during shipping, track packages using fulfillment partner portals, submit address changes, redirects, delivery issues, damages and re-shipping
- Communicate with fulfillment partners during shipping about tracking packages, redirects, return packages, credits as well as staying up-to-date with carrier rules and charges
- Ensure all orders are compliant for ship-to-states
- Perform data analysis: work with large data sets, create and navigate spreadsheets and pivot tables, sort data looking for potential order and address issues, run reports out of the POS system and review spreadsheets in Excel
- Participate in new release set-up which includes: customer purchase history analysis, shipping and tax tables, creating and proofing email campaigns and PDF’s, product set-up, maintaining in-office calendar/schedule,
- Be the key point of contact for all incoming calls to ensure a positive experience, address customer needs, provide information and route calls efficiently
- Maintain customer records for Turley’s three locations with a high degree of accuracy
- Enter new signups into database quickly and accurately
- Explain mailing list policies and procedures to customers and hospitality staff

- Accommodate schedule changes during release/shipping periods and pick up parties

Qualifications

- Two to four years related experience in similar capacity or wine/hospitality industry background
- Must have basic working wine knowledge, experience and/or passion for wine
- Bachelor's degree desirable
- Able to work independently, keeping personal disruptions to a minimum
- Excellent attendance, punctuality and reliability
- Polished email and phone communication skills
- Intermediate to advanced proficiency in Microsoft Excel, and working knowledge of Microsoft Word and Outlook
- Must be comfortable with technology and learning new systems; experience with POS systems (especially eCellar) is preferable
- Proven ability to handle multiple projects, priorities, workflow and deadlines with minimal supervision
- Physical requirements include the ability to climb stairs, lift/move up to 40 pounds and sit using a computer and telephone for long periods of time.
- Candidates must be 21 years of age, legally able to work in the US and within a comfortable driving distance to Templeton

Requirements

This position requires a time commitment of 2-3 days per week (M-F), 8 hours shifts, on a set schedule all year. Dependability, punctuality and consistency are primary; this position is not well suited for those who routinely need flexibility and scheduling accommodation outside of non-peak periods (late April – mid August, Thanksgiving week, Christmas – New Year). As it takes at least 3 release cycles (12 months) to get fully up to speed and trained, we can only consider candidates who are interested in a longer-term commitment.

Qualified candidates must have the ability to perform all job requirements and availability to work schedule as described above.

How to Apply

For immediate consideration, please email resume and a cover letter letting us know why you are interested in this position. Please do not contact the winery directly.

About Turley Wine Cellars

Turley is a passionate producer and advocate of old vine Zinfandels with wineries in St. Helena, Paso Robles and Amador. We make 30+ wines, primarily single vineyard designate Zinfandels and Petite Syrahs, and we aim to both create and preserve California's unique winemaking culture. As a family-owned company, we are as loyal and committed to our people as we are to our winemaking standards.