



DOMAINE SERENE

## Domaine Serene Inventory Control Specialist

*Founded in 1989 by Ken and Grace Evenstad, Domaine Serene has quickly become Oregon's iconic producer of world-class Pinot Noir and Chardonnay, including Oregon's highest ever rated wine. Located in the heart of the Dundee Hills in the Northern Willamette Valley, Domaine Serene's picturesque winery houses one of the world's most advanced winemaking facilities. Leading a team of talented winemakers and viticulturists, Domaine Serene Winemaker Michael Fay utilizes fruit from our three distinct vineyard estates to continually elevate the profile of Oregon wines on the world stage.*

**Mission:** The Inventory Control Specialist is a collaborative partner within the DTC, Sales Operations & Inventory teams to ensure that orders and shipments are completed in a professional, friendly, and timely manner.

### Core Position Expectations:

- Inventory Management
  - Maintain a strong working relationship between Domaine Serene and our 2 logistics partners for DTC & Distribution.
  - Assist the Inventory Lead on coordinating & reconciling all DTC wine & merchandise inventory movements between DTC locations and fulfilment warehouses
  - Assist the Inventory Lead with performing the monthly physical inventory counts at all DTC locations, and performing spot counts when requested
  - Support the Inventory Lead with maintaining the QA wine inventory & assisting in initiatives
  - Assist in the sampling process for the clubhouse
- Will Call and Wine Pickup Management
  - Oversee the will call orders and wine pickup area at the Clubhouse by ensuring timely & accurate wine order building on-site
  - Fulfil will call orders at wine pickup by building timely & accurate wine orders for fulfilment and providing a positive customer experience upon pickup
  - Stage wine at pre-determined locations for daily service, events, pickups
  - Assist Inventory Lead on monthly audit of open orders & follow-up on open orders with DTC team to initiate pickups or switch orders to ship
  - Work with Inventory Lead on the 'returned wine orders' & damage wine process
  - Assist with any 'will-call' initiatives with Sales Operations & DTC managers team
  - Support the Sales Operations & Inventory Lead with QC
  - Assist the Hospitality team during peak event days
  - Daily monitoring of will call email inbox
  - Ensure that all wine storage areas & wine pickup area organized and clean
- Shipping & Sales Operations Support

- Cross-train with Sales Operations to assist with the fulfillment warehouse and carriers on shipping reroutes, address changes, recalls, call tags.
- Assist DTC team and customers with shipping inquiries
- Support the wine club team during bi-annual shipments by having accurate & timely orders ready in wine pickup and assisting in QC
- Assist the Sales Operations team with allocation movements.
- Ensure timely & compliant in-house direct to consumer wine shipping orders for special requirement states and requests

### **Essential Job Functions, Knowledge, Skills and Abilities**

- Exceptional organizational skills and attention to detail.
- Ability to multi-task and adjust priorities to meet deadlines on short notice.
- Ability to work independently with minimal supervision
- Ability to operate with ambiguity in a fast-paced, evolving environment.
- Ability to demonstrate discretion, good judgment, tactfulness and diplomacy.
- Strong customer service skills with the ability to work successfully in partnership with operations.
- Regular, reliable and punctual attendance.
- Must have the ability to lift up to 50 pounds.

### **Experience and other Requirements:**

- Minimum 1-3 years professional Shipping or Logistics experience is required.
- Experience in the wine industry is preferred.
- Proficient in all Microsoft Office applications, with particular emphasis on Excel.

### **Education:**

- BS/BA in Business Administration, Supply Chain / Logistics or related field, or the equivalent combination of education and/or 3-5 years' experience is required.

**Professional Requirements (licenses, programs, or certificates):** N/A

### **Compensation Profile:**

The compensation package is competitive and includes bonus potential. Additional benefits include health, dental and vision care, a 401K program with employer match, term life insurance, paid time off (PTO) and paid holidays.