



Evenstad Estates Ambassador - Membership

Evenstad Estates is a portfolio of world-class Pinot Noir and Chardonnay brands from Oregon and Burgundy that is positioned to change the landscape of fine wine by re-defining the reference for world-class wines and hospitality. Domaine Serene has been named by the Portland Business Journal as one of Oregon's 25 Most Admired Companies for 3 of the past four years and was honored with the Oregon State University Austin School of Business Management Award for Business Renewal in 2017 for outstanding planning and business sustainability.

Founded in 1989 by Ken and Grace Evenstad, Domaine Serene has quickly become Oregon's iconic producer of world-class Pinot Noir and Chardonnay and is the only winery in the world to have secured a top 3 or better ranking for Pinot Noir and Chardonnay from Wine Spectator's coveted Top 100 Wines of the Year list, while also winning the wine industry's top honor, Wine Spectator's Distinguished Service Award in 2018. Located at the top of the Dundee Hills in the Northern Willamette Valley, Domaine Serene's picturesque Winery Hill Estate is home to one of the world's most advanced winemaking facilities and is the site of Oregon's first custom-built winery dedicated exclusively to the production of world-class Chardonnay and sparkling wine. Evenstad Estates owns and meticulously manages over 1,000 acres of land, including 275 acres of world-class, hillside Pinot Noir and Chardonnay vineyards, all of which are dry-farmed and LIVE certified sustainable.

In April 2015, The Evenstads purchased Château de la Créé, a beautifully restored Château and state of the art winery located in Santenay, Burgundy dating back to the 15th Century. The Evenstads are proud owners of a modern gravity-flow winery in Santenay as well as 25 acres of sustainably farmed vineyards throughout some of the most renowned districts of the Côte de Beaune. The Evenstads' vineyard holdings include 18 distinct vineyard climates in the districts of Pommard, Volnay, Meursault, Puligny-Montrachet, Chassagne-Montrachet, Santenay and Maranges, and include seven Premier Cru and two rare Clos Monopole vineyards. Evenstad Estates now encompasses three brands in Burgundy, including Les Tourelles de la Créé, Château de la Créé and Maison Evenstad.

Driven by an inspired team of talented executives, winemakers and business managers, Evenstad Estates strives to continually change the landscape of fine wine by leading the quality pursuit of Pinot Noir, Chardonnay and sparkling wines. Evenstad Estates has been placed into a one-of-a-kind legacy trust, ensuring that it can never be sold, and that the pursuit of quality will endure for centuries to come.

Position: Evenstad Estates Ambassador - Membership

Mission: The Ambassador - Membership provides an exceptional brand experience for consumers through the highest level of product knowledge, hospitality and customer service. The Ambassador – Membership broadens our reach by nurturing both new and existing clients to further the Evenstad Estates brand. This person works as part of a highly skilled and flexible elite team of specialists to support Outreach, Wine Club, Distribution, as well as DTC sales and operations overall and is driven to inspire and educate our staff and customers.

Roles and Responsibilities:

- Educates and mentors team members regarding Membership, Sales and Process
- Build relationships with our Members/VIP's to increase client satisfaction and retention
- Fields Membership related questions from new and existing customers
- Assist and lead all Member events, including Club pickups and appreciation dinners
- Actively promotes the sale of Evenstad Estates Memberships and Wine
- Assists in the education of service, wine, sales and membership to Evenstad Estates team
- Ability to secure and host tasting appointments with top clientele
- Assists with Wine Club processing and shipping during Club Season
- Assists Club Manager with:
 - Development of club collateral and SOP's
 - Development of club processing and shipping schedules
 - Reporting and analyzing sales trends and consumer behavior
 - CRM database management and maximization
- Understands our inventory systems and processes at a high level
- Assists Outreach Ambassador execute a variety of phone and e-campaigns
- Assists Outreach Ambassador with in-person calls to firms, businesses and vendors
- Agile and enthusiastic learner, who will be comfortable moving fluidly between projects
- Must be customer focused and consistently project a positive company image
- Communicate effectively using open, professional dialogue and solution focused communication
- Actively seeks information to better understand company-wide business
- The ability to work under pressure while making sound, independent decisions
- Strong organization, problem solving, multi-tasking and interpersonal skills
- Regular, reliable and punctual attendance
- Position may require flexibility and include some weekends or evenings
- Other projects and duties as assigned

Requirements and Qualifications:

- Bachelor's or Associates Degree; Hospitality or Business focus preferred
- 2+ years of experience in inside sales, outreach or customer service for a premier or luxury brand.
- Certified Sommelier, CSW or WSET Level 2 preferred
- Proficient in Vin65/Wine Direct and Wine Club processing
- Demonstrated knowledge of MS Office, including Word, Excel, and PowerPoint
- Excellent written and verbal communication skills are required
- Detail-oriented work habits and strong organization skills
- OLCC Service Permit

Company Core Values

- Integrity
- Quality Focus
- Continuous Improvement
- Perseverance
- Hard Work
- Commercial Courage
- Loyalty

Core Competencies

- Drive for Results
- Innovation
- Operational and Product Excellence
- Agility
- Proactive Communication
- Business Savvy
- Customer Service
- Industry Leadership