



Evenstad Estates Club Membership Manager

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 Club Membership Manager

Mission: The Club Membership Manager provides an exceptional brand experience for consumers through the highest level of product knowledge, hospitality and customer service. The Club Membership Manager broadens our reach by nurturing both new and existing clients to further the Evenstad Estates brand. This person works with the Director of Club Membership to develop and expand our Club Membership programs through high level strategic planning, direct involvement in the daily activities of club management, and personal engagement with our club members.

Role and Responsibilities:

- Manages all aspects of the direct shipment to wine club members
- Assists in building Wine Club schedule and coordinating Wine Club shipments
- Assists in preparing annual Wine Club budget
- Assists in determining Wine Club shipments
- Assists in preparing sales and revenue forecasts
- 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 building a CRM maximization program utilizing Wine Direct, Tock and Aloha POS systems
- Assists in development and execution of exciting and educational events
- Assists Sales & Logistics team with:
 - Entering new customers into Vin65 system and updates database accordingly
 - Tracking origin of all Wine Club sign ups
 - Ensuring order compliance
 - Daily temperature checks across all Direct-to-Consumer and club orders
 - Submitting address changes to fulfillment business partner as needed
 - Providing solutions for customers with shipping questions
 - Processing department samples orders
- Manages Vin65/WineDirect
 - Ensures products are accurate and available for sale when released
 - Ensures quarantined orders are accurately cleared
 - Ensures duplicate contacts are merged to maintain database integrity
- Oversees development of Club Membership marketing
- Develops policies and best practices for wine club
- Position may require flexibility and include some weekends or evenings
- Other duties and responsibilities as assigned

Requirements and Qualifications

- Bachelor's degree required
 - MBA Preferred
- 5+ years' experience in sales and/ or management in service focused organizations
 - Wine Club Experience Preferred
- Advanced knowledge of MS Office, including Word, Excel, and PowerPoint
- Luxury brand experience required
- Experience with P+L management and budget development
- Certified Sommelier, CSW or WSET Level 2 preferred

Requirements and Qualifications Cont'd

- Excellent presentation skills, both verbal and written
- Excellent oral and written communication skills
- Ability to draft reports, business correspondences, policies and proposals
- Proven track record of strong sales skills in previous and/or current work experience
- Strong analytical and problem-solving skills
- Ability to manage and prioritize multiple projects and delegate tasks as appropriate
- Exceptional organizational skills and attention to detail
- Demonstrated ability to research and resolve problems, including data mining and analysis
- Activities required include standing, walking, regularly lifting and carrying up to 50 pounds

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.

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