



## DOMAINE SERENE

### Domaine Serene Outreach & Wine Club Specialist

<b>TITLE: Outreach &amp; Wine Club Specialist</b>	<b>DEPARTMENT: Hospitality</b>
<b>STATUS: Non-exempt/ Full time</b>	<b>DIRECT REPORTS: N/A</b>
<b>Number of Hours per week: 40</b>	<b>REPORTS TO: Director of Hospitality</b>

*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. With a team of talented winemakers and viticulturists, Domaine Serene utilizes fruit from our six distinct vineyard estates to continually elevate the profile of Oregon wines on the world stage.*

**Outreach & Wine Club Specialist Objective:** The Outreach and Wine Club Specialist is an integral part of the DTC team and broadens our reach by nurturing both new and existing clients to further the Domaine Serene brand. This person works independently to execute sales campaigns and outreach efforts through phone and email campaigns. This individual assists the Wine Club Manager in fulfilling the bi-annual wine club shipments while demonstrating world-class customer service excellence.

#### **Core Position Expectations:**

- Ability to secure appointments and curate luxury experiences with top clientele
- Builds deep relationships with current and long-term wine club members to increase customer satisfaction and client retention
- Works independently to actively promote the sale of Domaine Serene and Château de la Créé wine and wine clubs to existing and potential customers via phone, email and hospitality
- Ability to sell luxury wine to knowledgeable wine clientele over the phone or email
- Weekly reporting and analytical breakdown of sales trends and consumer behavior
- Assists in the development of sales and e-campaigns with marketing and other outreach associates
- Assists in managing error free direct shipments to all new and existing clients
- Fields wine sales and wine club related questions from new and existing customers with a focus on acquisition and retention
- Assists in the development of sales collateral and email marketing campaigns with outreach associates and marketing team
- Manages wine allocations to ensure sufficient inventory exists at fulfillment center
- Other duties and responsibilities, as assigned

#### **Desired Qualities, Knowledge and Abilities:**

- Must be upbeat with a positive attitude and a strong desire for the challenge of making the sale while not coming across as aggressive
- Must be customer focused and consistently able to maintain enthusiasm and project a positive company image

- Communicate effectively with team members using open, professional dialogue and solution focused communication; communicate decisions positively and with support; actively seeks information on company-wide business
- Excellent customer relation skills, written and oral communication skills, and 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
- Job requires some ability and willingness to work a flexible schedule (if needed) including evenings, weekends and Open House weekends such as Memorial Day and Thanksgiving

**Desired Skills & Experience:**

- 2-4+ year(s) of experience in inside sales, outreach or customer service for a premier or luxury brand. Experience in the wine industry preferred
- Proficiency in Vin65/Wine Direct preferred
- Demonstrated knowledge of MS Office, including Word, Excel, and PowerPoint
- Familiarity with email marketing best practices. Experience with Mailchimp and other email marketing services a plus
- Familiarity with major wine making regions of the world - Burgundy and Oregon
- Excellent written and verbal communication skills are required
- Detail-oriented work habits and strong organization skills

**Education:**

- Bachelor’s or Associates Degree in Business preferred

**Professional Requirements (licenses, programs, or certificates):** OLCC Service Permit (not required, but a plus)

**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.

**Process:**

Interested applicants should send a resume and cover letter to [careers@domaineserene.com](mailto:careers@domaineserene.com).

Employee Signature \_\_\_\_\_

Manager Signature \_\_\_\_\_