



DOMAINE SERENE

Domaine Serene Sales Operations Lead

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 Sales Operations Lead will ensure the DTC & Distribution orders and shipments are completed in a professional, accurate, and timely manner. The Senior Sales Operations Lead will commit to continuously evaluate, innovate, and upgrade business processes to achieve maximum efficiency and focus on pro-active decision making to mitigate risk. This person works as part of a highly skilled and flexible elite team of specialists to support our demand channels and ensure the success of the cross-functional teams.

Core Position Expectations:

- Sales Operations
 - Partner with the cross-functional teams in all aspects of the business to create/interpret business information that enhances operating results & promotes financial sustainability.
 - Oversee Domestic Distribution order processing to ensure timely and accurate processing, acknowledgement & communication
 - Drive wine club operations with the wine club manager during bi-annual shipments by owning the processing of orders, wine club system setup, allocations, ensuring compliance, hitting shipping & will call timelines, and QC shipments at our DTC fulfilment warehouse & wine pickup.
 - Maintain and monitor strong QC procedures for new and on-going initiatives/ business operations
 - Perform monthly audit of open will call & shipping orders and follow-up with DTC team to initiate revenue recognition initiatives
 - Provide DTC managers with monthly 'return orders' analysis to mitigate on-going order and shipping errors, and course-course associate teams
 - Perform bi-annual shipping strategy updates & review on pricing for summer and non-summer times and executing the updates in the Ecommerce system
 - Manage DTC and Distribution allocation movements and levels
 - Manage the 'daily sales batching' process to ensure sales are posted in our accounting system timely & accurately from our Ecomm platform for sales reporting
- Inventory & Fulfilment Operations

- Drive efficiency and effectiveness by streamlining, standardizing, and automating intercompany logistics and inventory processes.
- Maintain a strong working relationship between Domaine Serene and our 2 logistics partners for DTC & Distribution and monitor performance to our quality and delivery requirements.
- Monitor inventory and allocation of product to ensure the balance of demand and supply between on and offsite inventory locations.
- Monitor the coordination & reconciliation of all DTC and Distribution wine & merchandise inventory movements between DTC locations and fulfilment warehouses by Inventory team
- Oversee the 'Wine Pickup' function of the business at the Clubhouse, by supporting the Inventory Lead on timely & accurate will call building, and operations
- Ensure monthly, quarterly, and yearly physical inventory counts are on schedule and work with Finance on the reconciliations
- Drive the QA wine inventory planning & initiatives with the director teams
- Monitor & enhance packaging solutions for order fulfilment for new and on-going initiatives/ business operations by collaborating with fulfilment warehouses and keep up to date with the industry leaders
- Partner with DTC managers on 'will-call' initiatives & ensure Ops team fulfils by proving SOP's
- Work with the fulfilment warehouse and DTC teams to coordinate large scale, multiple parcel corporate orders, bundles, and holiday gifting.
- Ensure the business is shipping within state compliance for all direct to consumer & distribution wine shipping orders
- Management of the shipping fulfilment system
- Accounts Receivable & Cash Operations
 - Oversee the A/R procedures for check and cash deposits, collections, and reconciliations for DTC & Distribution

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.