

Job Title: Customer Service Representative
Department: Direct-to-Consumer
Reports To: Wine Club Manager
Location: Los Olivos, CA

About Us...

Zaca Mesa Winery & Vineyards is a family-owned and operated business located in the heart of Santa Barbara County's premier wine growing region. Established in 1973, we fuse the past with the present by combining Old World Winemaking practices with innovative farming and vineyard techniques.

Our location, surrounded by the San Rafael Mountains offers stunning office views of both vineyard and mountain landscapes.

About Our Open Role...

We are seeking a motivated and enthusiastic individual to join our dynamic sales and hospitality team as a Customer Service Representative. The Customer Service Representative is responsible for responding to customer inquiries via email and phone in a professional and courteous manner.

Organization, enthusiasm, and excellent time management skills are essential for this role. This is a fast-paced environment with a high-volume of customer inquiries so excellent interpersonal skills and the ability to take initiative will be required.

The major responsibilities of this position include:

- Answer and respond to incoming phone calls and emails to assist customers with orders and inquiries, while communicating in a professional and courteous manner that is consistent with our brand and culture.
- Participate in customer outreach and phone sales campaigns to support team sales goals and build customer relationships.
- Create opportunities with the customer to promote wine sales, club memberships, and events.
- Process, pack, and ship wine and merchandise orders for in-house fulfillment. Monitor shipping orders through delivery.

About You...

Words that people use to describe you include organized, enthusiastic, a great time-manager and approachable. You put people at ease and handle conflict with patience and confidence.

You perform well under pressure while maintaining a positive attitude. You are a collaborator who is accountable and dependable and appreciate that, in a small business environment, everyone pitches in to ensure all tasks are completed and goals are met.

What You Bring...

- Minimum of one to three years customer service experience.
- High school diploma or AA degree; or a combination of education and experience.
- Computer skills with various software packages including Microsoft Word, Excel, Outlook, and point-of-sale applications.
- Must have strong verbal, written, and interpersonal communication skills.

What We Offer...

We are a team of wine industry professionals and enthusiasts alike. If you appreciate wine, enjoy sales and hospitality, and would like to provide the ultimate wine country experience, we would be interested in having you join our dedicated team. We offer sales incentives to reward exceptional performance in addition to a competitive base rate for both part-time and full-time team members. We provide extensive training, tools, and, most of all, first-class wines to sell, in order to set our applicants up for success.

Please send your cover letter and resume to our Wine Club Manager at pat@zacamesa.com. We look forward to meeting you.