

Job Description

Title: DTC & E-Commerce Coordinator

Department: Sales and Marketing

Reports to: Marketing and E-Commerce Manager

FLSA Status: Non-Exempt

Summary:

The DTC & E-Commerce Coordinator is responsible for processing all customer (non-club) orders by reviewing, uploading, and resolving any logistical or processing issues before final submission. The coordinator will support DTC sales, through the processing and coordination of etching orders, and taking/processing corporate and individual consumer orders as needed. This position will also process all non-club shipment returns and serve as the main point of contact for those returns. The coordinator will also serve as an AMS trainer in the company, for new and current staff, by finding ways to improve processes and reduce errors, as well as acting as a main point of contact for the company, for troubleshooting AMS software issues.

Essential Functions:

DTC Processing – 60%

Review all facets of processing consumer orders placed by phone, email, in person and through the internet.

Retrieve the internet and back-office registers orders from AMS.

Review each order and process according to company standards by location (wines, engraved bottles, merchandise, etc.)

Resolve any logistical or processing issues.

Monitor low inventory and arranging logistics for moving wine for order fulfillments.

Stay in communication with the VC staff on orders submitted that include processing/compliance issues.

Coach and support staff on preventing further errors while entering orders on AMS.

Contact customers with order errors, shipping delays or shipping expectations.

Make notes on the customer's profile regarding any delays and/or changes.

Directly taking orders from customers, to include large corporate order coordination and communications.

Cash out and clear any pending orders daily for back office, phone, and internet registers.

Coordination of "special" or "end of inventory" shipping orders to ship with future dates.

Process and coordinate all custom design etch bottle orders on site with our third-party etching companies.

Approval of third-party etching invoices

Organizes and files the PBE report filing by collecting, collating, and maintaining organized records for all DTC shipping orders with supporting documentation.

Maintain VC registers current for DTC orders.

Upload new products, vintages and packages when released and sold out.

Resolve incomplete, compliance and software issues.

Coordinate special shipping methods such as Overnight Air, GSO or Cold Chain.

Correction for the DTC Sales Associate at Davies Vineyards, as needed.

Review AMS for orphaned orders and resolve as needed.

Shipping Returns Processing – 20%

Serve as a main contact for any non-club DTC shipment returns.

Check the barn frequently for orders that were shipped out from the winery and have returned.

Start the process on any returns to our warehouse.

Notify club representatives of any club packages that were returned.

Review the digital return list for accuracy.

Contact customers with updates and coordination of replacement shipments.

Process reshipments or credits.

Make notes in customer's profiles with any important information.

Works with the Inventory coordinator for returning damaged/winery shipped wine to tax paid inventory.

AMS Trainer – 15%

Serve as an AMS trainer in the company for new and current staff on the point-of-sale system and customer management module within AMS.

Implement training procedures on how to effectively process orders into AMS, for all direct consumer requests i.e.: phone, in-person, email, or hard-copy orders.

Effectively use the Customer Management Database.

Look for ways to improve process within the company to help reduce the work that needs to occur after an order is taken.

Support and make yourself available for new and current employees regarding order entering.

Work with AMS customer support team in fixing software issues that are identified by Schramsberg and Davis staff.

Miscellaneous Duties – 5%

Support different departments when needed.

Work with different Department Managers on creating efficiencies and reducing repetitive processes.

Work some weekends for special events.

Responsible Beverage Services trained.

Compile documents with chargeback requests for DTC transactions for the company as requested.

Other duties as assigned by the Manager.

Knowledge, Skills, and Qualifications:

Experience: 2+ years of experience in a winery desired.

Education: Associate in marketing, Business, or related field desired.

Education may be substituted with a proven experience in a winery environment for 3 years or more.

Direct to consumer sales in the wine industry preferred.

Knowledge of wine is desirable.

Attention to detail is required for data and inventory analysis.

Excellent customer service skills.

Ability to communicate effectively and follow instructions.

Demonstrated proficiency in Microsoft Outlook, MS Word, MS Excel, and PowerPoint.

Coordinate multiple tasks simultaneously.

Commitment to high standards.

Versatility, flexibility, and a willingness to work with others.

Must have a valid California driver's license and be insurable.

Physical Requirements:

Required to use hands and/or fingers to handle or feel.

Frequently required to stand for long periods of time.

Ability to sit for prolonged periods.

Occasionally required to sit, walk, climb, stoop, kneel, talk, or hear, taste or smell.

The employee must occasionally lift and/or move up to fifty pounds.

Additional Information

Job Type: Full-time

Pay: \$24.00 - \$27.00 per hour

Benefits:

- 401(k)
- 401(k) matching
- Dental insurance
- Disability insurance

- Employee assistance program
- Employee discount
- Health insurance
- Health savings account
- Life insurance
- Paid time off
- Vision insurance

Schedule:

- 8-hour shift
- Day shift
- Monday to Friday

Supplemental Pay:

- Bonus pay

Education:

- High school or equivalent (Preferred)

Experience:

- Client Services & Customer Support: 1 year (Preferred)

Work Location: In person