



Job Description:

Position/Title: Winery Ambassador
Job Location: Sonoma County, CA
Position Status: Part Time or Full Time
Compensation: Hourly + Commission + Bonus Program
Reports to: Director of Hospitality and Winery Founders

General Summary:

Freeman Vineyard & Winery is looking for a dedicated and enthusiastic Winery Ambassador who is experienced in DTC and providing luxury level hospitality. The ideal candidate must be sincere and dynamic with customers and team members, passionate about fine wine, dependable, detail oriented, and enjoy working both independently and in a team environment where they can provide the highest level of customer service.

We are seeking a self-starter with an aptitude for engaging the winery's business systems and an affinity for brand storytelling. Our focus is on long-term members and clients, achieved by delivering the Freeman story in the right ways to develop deep and lasting relationships with them.

Located in the green, rolling hills of western Sonoma County, family-owned Freeman Winery is dedicated to expressing the purest essence of cool climate California Pinot Noir and Chardonnay. Our small, dedicated team has established itself as one of Sonoma County's most acclaimed family-run wineries.

Essential Responsibilities:

- Responsible for daily Opening & Closing Procedures of the winery facility, systems and SOP's
- Primary Host of Private Tastings & Tours
- Mastery of Point of Sale Software and fulfillment protocol. Experience with WineDirect a plus.
- Answer incoming calls and return phone messages in a timely manner to ensure outstanding customer service
- Reservation scheduling for members and clients
- Follow up on guest visits and sales/membership leads via email and phone
- Assist Director of Hospitality on a daily basis with all inbound and outbound orders as needed
- Inventory upkeep of samples and sale wines
- Clean & polish glasses
- Answer incoming info emails in a timely manner to ensure outstanding customer service
- Occasionally represent winery at on and offsite events

Professional Requirements:

- Previous sales & customer service in fine wine or luxury goods preferred
- Commitment to excellence, ability to anticipate guest needs and provide exceptional customer service
- Advanced knowledge of wine and viticulture
- Enthusiastic with a positive attitude
- Ability to communicate clearly
- Works efficiently with good time management
- Detail oriented and dependable
- Able to work in variety of work environments
- Must be a team player

Physical Requirements:

- Must be over 21 years of age
- Ability to lift up to 50lbs
- Ability to stand for long periods of time

Scheduling Requirements

This position is open to a part time or full-time candidate. Hours will vary depending on scheduling needs. Candidates must be willing to have flexible schedules and must be willing to work weekends, events, evenings, and holidays.

Non-Essential Duties & Responsibilities

The above information is representative of the work performed in this position; however, it is not all inclusive. Freeman Winery is a small family owned and operated winery and as such requires all team members to work cohesively. The omission of a specific duty or responsibility does not exclude it from the position if the work is similar or related to the essential duties and responsibilities.

Please remit cover letter & resume to: jessica@freemanwinery.com