

Outbound Sales Associate ‘Wine Advisor’

Full-time with benefits

MacRostie Winery & Vineyards
Healdsburg, CA

Over the past three decades, MacRostie Winery and Vineyards has established itself as one of the Sonoma Coast’s defining wineries, and a leader in a bright, balanced and age-worthy style of Chardonnay and Pinot Noir. Where MacRostie has led—both stylistically and geographically—others have followed.

Our Outbound Sales team are key members of the DTC sales team responsible for developing, nurturing, and managing member and customer relationships, primarily through phone and email communication, to deliver designated outbound sales targets annually.

We are seeking exceptional, experienced talent with a deep passion for wine and understanding of phone sales techniques and best practices. Our Outbound Sales team values honesty, integrity, positivity, and good sense of humor. If you want to be an integral part of our fun, hard-working team and build something uncommon together, then we want to hear from you.

Job Responsibilities

- Develop, manage, and grow relationships with top members and customers
- Perform outbound telephone sales operations selling full wine portfolio, with email follow-up
- Generate leads and manage relationships with potential top customers
- Develop and nurture corporate gifting clients
- Meet annual individual outbound sales targets
- Meet weekly/monthly call targets
- Update internal databases with customer notes and updated information gathered during calls/emails
- Respond quickly and accurately to customer inquiries via telephone and email
- Suggest and maintain outbound sales best practices to manager, based on customer interaction experience
- Prompt and accurate order entry
- Provide customer service and troubleshooting as needed
- Provide manager with feedback on campaigns and suggestions for future campaigns
- Participate in monthly onsite team tastings

Skills

- Best in class phone sales and CRM development
- Exemplary follow-up and follow-through
- Possesses strong:
 - Verbal and written communication skills
 - Accurate and efficient data entry skills
 - Extreme attention to detail
 - Organization and prioritization abilities
 - Multi-tasking abilities
- Proficient in Outlook, Word, Excel, and PowerPoint
- Strong skills in using web-based platforms
- Self-starter and ability to work autonomously

Experience

- 3-5+ years of directly related experience
- High school graduate
- College degree preferred

Other Requirements

Fully functional and quiet home office

Job Type: Full Time (5 days per week / 8 hours per day)

Salary: DOE

Benefits include: sales commission, medical, dental, vision, PTO, 401(k) retirement plan, opportunity for an annual bonus, and employee wine allowance and employee discount across portfolio

To apply: Please forward resume without gaps and cover letter to Hannahr@dvwinepartners.com