

## **Receptionist – Phantom Creek Estates**

At Phantom Creek we have created an exclusive brand experience for our guests to enjoy exceptional wine and a meal with breathtaking views in the heart of Oliver, B.C. We pride ourselves in delivering best in class service through strong collaboration and communication with our team members, a winning attitude and passionate about leaving a legacy.

### **Who we are?**

Phantom Creek represents the vision of the Bai family to build one of the leading wineries in Canada. It was a quest that led them to the Black Sage Bench and two of the Okanagan's historic vineyards: Phantom Creek and Becker Vineyards. Today, Phantom Creek focuses on single-vineyard Bordeaux reds, Alsatian whites, and the Okanagan's benchmark varieties of Viognier and Syrah from storied vineyard sites. Led by the tireless efforts of our vineyard team, our estate vineyards are farmed naturally, organically, and biodynamically. All overseen by Olivier Humbrecht, Frances first Master of Wine.

### **Job Responsibilities**

Reporting to the Tasting Room Manager, the Receptionist's key responsibilities include coordinating front-desk activities, greeting guests, and vendors.

- Answer the phone in a timely manner and direct calls to the appropriate department or employee
- Provide knowledge to guests on winery experiences, wine club, and available wine for sale
- Make reservations for the Tasting Room through the online reservation system for guests who call into the winery
- Provide support for the Concierge when required
- Receiving and sorting daily mail
- Receiving small deliveries for the winery
- Coordinate experience and dining bookings and payments using the reservation system
- Make restaurant reservations and assist in special event bookings
- Assistant Hospitality team with administrative tasks such as menu printing, supply ordering, and guest follow - up
- Embrace and demonstrate PCE's Core Values of Care, Authenticity, Refinement, and Excellence
- Other duties as assigned

### **Job Qualifications**

- Strong written and interpersonal communication skills
- Attention to detail
- Minimum of 2 years experience as an Administrative Assistant
- Proficiency in Microsoft Office Programs
- Initiative and problem-solving abilities
- Excellent time management skills and the ability to prioritize
- This position may require working a flexible schedule
- Strong organizational skills and the ability to multi-task
- Wine experience a plus

To gain more information about us, please visit [www.phantomcreekestates.com](http://www.phantomcreekestates.com). To apply, please forward your up-to-date resume to [careers@phantomcreekestates.com](mailto:careers@phantomcreekestates.com)