

## **Direct to Consumer Sales Specialist – 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.

### **What we Offer:**

- A competitive wage including potential to earn tips, commissions and wine club sign-up bonus
- Employee discounts
- Access to our wine education training program
- Employee wellbeing initiatives such as our – Employee Assistance Program, and team building events

### **Job Responsibilities**

- Build relationships with existing and new customers via phone, e-mail and website
- Generate new business by providing exceptional high-end experiences in the tasting room, VIP tours and beyond
- Identify potential customers via cold calling to promote PCE wine
- Contact leads and setup meeting arrangement to promote PCE wine
- Work with hospitality and sales manager to provide comprehensive sales reporting
- Describes our wines, winemaking techniques, and winery history
- Meet wine club sales targets
- Provide consistent brand messaging to guests
- Facilitate checkout experience for guests using the POS system
- Coordinate guest experiences using reservation management software as well as managing reservation inquiries and questions
- Assist with special events such as private dinners or media tastings
- Embrace and demonstrate PCE's Core Values of Care, Authenticity, Refinement, and Excellence
- Setting up and cleaning up daily operations and special events, including washing and polishing all glassware
- Representing PCE at external winery events when needed
- Other tasks as assigned

## **Job Qualifications**

- Completion of WSET Level 2 or higher, preferred and willing to train good candidates
- Working experience as a direct sales representative or similar role
- Minimum of 1-3 years wine industry experience (including restaurant; sommelier experience an asset
- Demonstrated experience and skill providing outstanding hospitality with attention to detail
- A proven communicator who excels at entertaining/educating groups of guests
- Available to work evenings, weekends and holidays
- Experience using Wine direct, or Commerce 7 is an asset
- Demonstrated excellent verbal, interpersonal and customer service skills
- Proven ability to effectively communicate with diverse client groups of varying sizes
- Able to stand and/or walk for long periods and lift to 40 lbs.

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)