



PHANTOM CREEK
ESTATES

Events Coordinator – 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 culture of collaboration and communication with our diverse 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, France's first Master of Wine.

Job Responsibilities

Reporting to the Sales & Marketing Director, this individual is a talented, organized, and master multi-tasker Events Coordinator who can plan and execute outstanding events and experiences at our Estate. Ideally the candidate is a self-starter, highly personable, professional and has a keen eye for detail and exceptional customer service.

- Build Phantom Creek Estates events program by effectively executing standard operating procedures, processes and systems
- Leverage best practices to build the approach and processes to effectively grow events at the Estate
- Collaborate with Senior Leadership to build the Phantom Creek Estates Events program, by effectively creating and executing standard operating procedures, processes and systems
- Day-to-day execution of events and programs including placing orders, monitoring vendors, reservations, monitoring registration, tracking RSVPs, answering questions and resolving issues
- Meet with Tasting Room Manager, Restaurant Manager and Executive Chef from time of booking to the day of event to plan and effectively execute events
- Respond and manage wedding inquiries and help expand our wedding and corporate event offerings in the community
- Document all client interactions accurately and thoroughly in Triple Seat
- Oversee event happenings day-of and act quickly to resolve problems
- Develop thorough knowledge of Phantom Creek Estates; premium wines and restaurant offerings, as well as brand nuances related to the desired client experience
- Coordinate external event rentals, event sales and wedding bookings
- Deliver above-and-beyond client service by surpassing our clients' everyday expectations
- Work with marketing to plan and develop content for event materials



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- Work with Hospitality Director to effectively manage event budget and monthly, annual reporting
- Tasting Room and Administrative support in hospitality where required
- Assist with additional projects and responsibilities as discussed with direct Manager

Job Qualifications

- Bachelor's degree in Business or Commerce preferred, ideally focused on events, sales and marketing
- Minimum of 2 years' experience in event sales industry and/or equivalent relevant experience
- Completion of WSET level 1 or equivalent with a passion for wine, the industry, and our opportunity
- Must have exceptional inter-personal and guest service skills, with polished personal presentation
- Excellent organizational skills including the ability to set goals and manage projects, prioritize, and see initiatives through
- Proficient in Microsoft office programs
- Proficient in hospitality programs i.e., Tock, Triple Seat and Commerce 7 is an asset
- You are detail orientated – knowing that the difference between something good and something great is in the details
- Impeccable verbal and written communication skills. With deep empathy in a customer/consumer service role
- You are an innovator and have a desire to be proactive in executing unforgettable events for our clients
- Proven track record building relationships
- Demonstrated ability to leverage data and information to inform decision making
- Additional languages offerings an asset

To gain more information about us, please visit www.phantomcreekestates.com. To apply, please forward your up-to-date resume to careers@phantomcreekestates.com