



## Weekend Phone Reception / Reservations / Customer Service

*Work for one of Napa Valley's most iconic wineries! Family owned for over 135 years – with a rich history dating back to 1885 and unique offerings including highly-awarded wines sold only at the winery, an Italian-inspired Deli & Marketplace, picnicking, and wine tasting.*

V. Sattui Winery is currently seeking a part-time to full-time receptionist to field high-volume inbound customer calls Saturdays and Sundays with some Fridays and Mondays, 9am – 5pm. Duties include and qualities required:

- Warm and welcoming representation of the V. Sattui Winery brand
- Exemplary service with genuine concern for customer satisfaction
- Answer wide variety of inquiries including, but not limited to the following topics:
  - o tasting reservations
  - o visitation policies
  - o tasting and picnicking experiences
  - o times of operation
  - o event information
  - o wine orders
  - o club/membership status and benefits
- Voicemail management of daily and overnight boxes
- Internal communications and forwarding of messages with various staff and Concierge via phone, text, email
- Superb communication skills, both verbally and written
- Able to multi-task while maintaining attention to detail
- Highly organized with exceptional follow-through
- Computer proficient
- Experience with the following: Microsoft Office applications – with emphasis on Outlook – email and calendar, online reservations systems (CellarPass), CRM data systems (VinSuite/eCellar)
- Some online Chat fielding using Tawk
- Wine and Napa Valley hospitality industry knowledge preferred but not required

Additional hours possible in other winery departments if interested in more than part-time.

Benefits:

- Competitive Salary
- Paid Vacation (full-time only)
- Health Insurance including Dental, Vision (full-time only)
- Profit Sharing - 401K (full-time only)
- Discounts on Employee Purchases

V. Sattui performs background checks. This is an administrative non-exempt position.

V. Sattui Winery is an Equal Opportunity Employer.

Please forward interest and resume to: [tara@vsattui.com](mailto:tara@vsattui.com)