

NEVADA CITY WINERY

Delivery Driver & Wholesale Customer Service Representative

Part-time (3-4 days each week, ideally 7am-3pm)

Territory is North Lake Tahoe, throughout the entirety of Nevada County, and down to Sacramento.

Position reports to Sales Manager

POSITION SUMMARY

The Nevada City Winery Delivery Driver & B2B Customer Service Representative is tasked with fulfilling all wholesale orders, maximizing product placement, and maintaining merchandise displays. Responsibilities also include working to increase existing customer order size and frequency. A typical work week will include fulfillment with occasional sales, tasting room stocking, and cellar assistance.

RESPONSIBILITIES

- Oversee and execute all aspects of the fulfillment process
- Ensure all orders are delivered promptly
- Provide outstanding customer service
- Operate company-owned vehicles to facilitate product delivery
- Represent the Nevada City Winery portfolio of wines
- Visit customers frequently to maximize face-time
- Establish & maintain rapport with store managers, restaurant owners, and other personnel
- Maximize product placement and maintain merchandise displays (build displays, fill shelves, perform regular housekeeping, rotate stock using FIFO inventory management, and ensure all sales materials are displayed accurately)
- Keep track of inventory within individual accounts
- Make certain that customers are informed of all price changes
- Provide brand and product education, materials, and services as needed
- Work with the Manager to track customer trends and work with customers to monitor sales growth and market penetration with the use of monthly reporting tools
- Offer suggestions on placements, shelf positioning, and cross-merchandising opportunities (as applicable)
- Complete daily & weekly preplans, recaps, and distribution reports
- Complete all required paperwork accurately and on time
- Be able and willing to travel extensively throughout the territory
- Attend and contribute to weekly team meetings
- Aptly work with customers to resolve outstanding invoices, billing issues, or other account maintenance needs
- Provide pictures of displays, cold box, or shelf reset executions
- Effectively communicate to management about any specific customer requests
- Be self-motivated and able to achieve goals while working independently
- Have excellent presentation, verbal communication, and listening skills

- Maintain tasting room wine inventory
- Manage all recycling and ensure the dumpster is ready for weekly pickup
- Carry a cell phone at all times to communicate with accounts and management
- Be available to occasionally work weekends as necessary for special events

OTHER REQUIREMENTS

- Must help the Tasting Room team with event setup and teardown including hauling/moving tables, chairs, and any other heavy objects
- Must have a valid CA Driver's License and a clean driving record
- Must be 21 years of age or older
- This is a physical job. Deliveries range from 12-30 cases daily. You must be able to repetitively lift 45+ pounds; be able to bend, squat, climb, kneel, twist, reach, walk, push, pull, and other motions. Must have stability and balance adequate for elevated and/or narrow work areas
- Must be comfortable using a manual pallet jack and hand truck
- Must be a self-starter with the ability to complete activities with minimal direction
- Must be able to meet agreed-upon goals and objectives effectively and in a timely manner
- Must arrive at work, appointments, meetings, and all work-related functions on time and as scheduled
- Must follow all safety policies and procedures, communicate hazards, and/or suggest improvements to the Manager
- Must have a professional "can do" attitude and a strong work ethic
- Job requires basic mathematical skills
- Must be willing to perform other duties as assigned
- Become knowledgeable on Nevada City Winery portfolio

WORKING CONDITIONS

Significant travel by automobile

Occasional use of heavy equipment and machinery

PREFERRED KNOWLEDGE/SKILLS

- Industry experience with a focus on sales is preferred but an understanding of wine and the wine industry is acceptable
- Have 2+ years of beverage wholesale, retail, or hospitality experience
- Wine sales and merchandising experience
- Comfortable in "selling situations"
- Forklift experience and/or certification
- Strong organizational skills and ability to multi-task
- Strong analytical skills with the ability to identify and resolve problems promptly
- Basic mechanical skills with the ability to repair things around the facility

ADDITIONAL INFORMATION

Company vehicle and cell phone provided

COMPANY DESCRIPTION

Nevada City Winery is the oldest operating winery in Nevada County. The majority of our grapes are locally sourced, and we've been making a broad selection of award-winning wines since opening in 1980. Our tasting room and production facility are located in the historic downtown of Nevada City, California. In addition to a tasting room, we have an onsite art gallery, gift shop, and outdoor covered patio for use by guests. Nevada City Winery currently has 23 wines in our portfolio and we continue to crush every year.

COMPENSATION

Hourly \$19 - \$21 DOE

BENEFITS

Paid time off

Paid holidays

Wine allocation

Employee discount

APPLY:

Please respond to info@ncwinery.com with your resume and a cover letter that explains why you are well suited for this position.

Nevada City Winery provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, or genetics. In addition to federal law requirements, Nevada City Winery complies with applicable state and local laws governing nondiscrimination. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, compensation, and training.