

Viansa Winery and Marketplace

Position/Title: Customer Service/Administrative Clerk
Job Location: Sonoma, CA
Job Category: Admin/Office
Date Posted: January 31, 2012
Company: Viansa Winery and Marketplace
Type of Work: Full Time

Description:

Viansa Winery & Marketplace is seeking an Entry Level Customer Service/Administrative Clerk to support our direct marketing team. The ideal candidate must be confident, professional, and remain calm under pressure. We are looking for a highly motivated self-starter who is detail-oriented and has superb organizational skills. We are looking for up-beat personalities committed to a team environment.

Primary Responsibilities:

- Enter and update membership data and orders into computer
- Generate reports on excel and database
- Maintain all filing and mailings daily
- Answer customer service phone calls and emails
- Route incoming calls/emails to appropriate sales team/departments if needed, following-up with correspondence replies and other action items.
- Ability to take charge on projects with minimal supervision.

Qualifications:

- Proficient in PC environment and experience using Word, Excel, Outlook and be able to type 40 wpm.
- Must be able to multi-task and possess excellent organizational skills.
- Must have attention to detail while working in a fast paced environment.
- Must be able to prioritize work assignments to meet departments objectives and deadlines
- Ability to establish and maintain effective working relationships with a wide variety of customers, employees and managers.
- Must be a Team Player and work well in a team environment.
- Ability to work independently and be self-motivated.
- Knowledge of standard office equipment and filing systems.
- Ability to answer, screen and direct incoming calls and emails.
- Comfortable interfacing with displeased customers and ability to resolve service issues in a friendly manner.

- Excellent communication skills and ability to follow oral and written instructions.
- Professional appearance and demeanor is a must.
- Must be flexible to work a varied schedule including weekends, holidays, events and occasional evenings.

Viansa offers competitive salary and commission structure.

Please e-mail or fax cover letter, resume, and salary history to:

Viansa Winery and Marketplace

Fax: 707-935-5654

jobs@viansa.com

No phone calls please