

Opolo

Job Title: Administrative Assistant

Summary: Opolo Vineyards is seeking an enthusiastic and hardworking individual with clerical and customer service experience for the position of Administrative Assistant. Under the direction of Opolo's Wine Club Manager, the Administrative Assistant serves as the first line of phone contact with Opolo guests, wine club members and vendors. This position is held in an office environment, where organization, general knowledge of Opolo's products, services and customer service are key. Opolo Wines LP is a family-owned and operated winery seeking an individual who enjoys working as a team, has exceptional people skills, and has a passion for customer service.

Compensation

- \$18 - \$20 per hour

To be successful in the role, the best-fit candidate must have the following skills and attributes:

Essential Functions:

- Answer telephone, screen, and direct calls, respond to emails in a timely manner (within 24 hours)
- Assist in making reservations to visit the winery
- Take and relay accurate messages to the appropriate parties
- Support and Assist Wine Club department during Wine Club seasons
- Assist Wine Club team with daily task & weekly inventory
- File completed paperwork into designated areas for ease in access for past transaction reference
- To learn and uphold the philosophy and goals of Opolo Vineyards
- Maintain winery image to reinforce standards of the brand
- Perform other related duties as required and assigned

Working Conditions:

- Part-time (30 hours) with potential fulltime (40 hours) schedule to include weekends and holidays
- Occasional long and irregular hours during peak seasons and/or special events
- Sitting for long periods of time
- Ability to focus and maintain high level of customer service in a high traffic, busy office
- Ability to lift at least 50 pounds (case of wine)

Requirements:

- Exceptional customer service skills and positive attitude
- Must be 21 or older
- Education: high school diploma
- Knowledge of administrative and clerical procedures
- Knowledge of computer systems and software (Excel, Word, etc.)
- Ability to learn winery software
- Knowledge of customer service principles and practices
- Ability to multi-task and be a team player, communicating with management if any issues arise
- Protect organization's value by keeping information confidential