

## **Virtual Wine Wrangler Assistant**

**This is a challenging, yet rewarding role, so we're looking for Team Members with excellent communication skills, a persuasive sales ability, and a world-class customer service mentality. We'll make sure that you're equipped to answer calls with efficiency and with a great deal of emphasis on delivering personalized solutions for each guest. And the best part is – you get to work from home!**

**Objective:** - Virtual Wine Wrangler Assistant answers all incoming calls in a timely, professional manner. Helps each and every customer find the information requested and deliver it with the utmost customer service and care. Daily maintenance of company information, office and tour supplies, along with sales & marketing tasks associated with developing new customers and keeping established customers.

### **Equipment:**

We will provide some of the technical hardware equipment for you to perform in your role including desktop terminal/hard drive, keyboard & mouse, phone, and Ethernet cable.

You will provide the following equipment:

- Monitor
- Surge protector
- High speed wired internet connection (wireless may be permitted depending on speed)
- Home office free from background noise and distractions

### **What we will expect of you:**

- Willing to work a flexible schedule
  - A positive attitude including high energy, strong communication skills and the ability to provide excellent customer service
  - Ability to meet specific sales goals including: number of bookings, upselling, cross-selling, and customer satisfaction scores.
  - Your ability to work in a quiet environment, free from noise and distractions for your entire shift
  - Perfect attendance, every day of your schedule
  - Ability to create clear and concise notes on each customer
  - Ability to effectively communicate verbally and in writing to other team members
- company information, office and tour supplies, along with sales & marketing tasks associated with developing new customers and keeping established customers.

**Duties Include:**

- Answer all incoming calls
- Book Tours in Reservation System
- Complete Tour Checklists
- Keep Files Organized and up to date
- Keep Accurate Phone Messages
- Provide customers help as needed with reservations
- Create Customer Quotes/Contracts
- Create and Organize quote log, and follow up on prior quotes
- Respond to email inquiries
- Update Customer Database as needed
- Confirm Customers for Upcoming Tours
- Dispatch Tours to Drivers
- Send Daily Tour Sheets for guides
- Look-up Maps/Directions for Guides as needed
- Order Hearst Castle Tickets
- Create and Schedule Tour Itineraries
- Coordinate Tours and Guides
- Order Daily Tour Lunches
- Issue/track approved Gift Certificates
- Run Errands as needed, lunches, guests, etc.
- Keep Company Calendars Up to Date (gmail, reservations, and wall)
- Print Company Forms and Re-Fill in Vehicles.
- Assist with marketing as needed, email, online, print, media packets, social media
- Add visited wineries in customer tour reservations after tour
- Update Company App as necessary
- Other Duties as Assigned