



Nice Winery creates carefully crafted experiences through outstanding and personable customer service; beautifully crafted food and wine that exceeds expectations; and balances elegance, quality and unpretentious charm.

Job Title: Fulfillment Associate

At Nice Winery, our Fulfillment Associates are physically fit, take direction well and take pride in their work. They are an ambitious and hardworking professional who does not mind working in hot or cold conditions and can work an entire shift on his or her feet. The Fulfillment Associate completes orders accurately, efficiently, and labels boxes clearly and neatly. They ensure that all orders receive marketing materials associated with the wines purchased. They help run orders to the retail area and do not mind greeting the occasional Nice Winery customer.

Fulfillment Associates assist the Fulfillment Manager to take monthly inventory on wine and dry good to provide necessary reports to the Director of Operations by the 10th of every month. Associates must be able to lift and carry heavy objects (for example, a case of wine weighs 35 to 50 lbs) for the entire shift.

Primary Responsibilities

As a Fulfillment Associate, your training will be on the job and provided to you during working hours. Responsibilities include:

- Ensuring we are able to maintain outstanding and enthusiastic customer service by fulfilling orders accurately.
- Assist in keeping our wine stored properly. Wine is sensitive to temperature (especially heat) so proper storage is critical.
- Receiving, storing, handling, preparing, and organizing wine, shipping supplies, and additional materials we store and use to run our business.
- Setting up our fulfillment area each month for club processing
- Assisting Warehouse staff to prepare for and receive large freight and wine shipments with accuracy.
- Assist with monthly inventory counts by counting wine bottles/cases.
- Assist in maintaining dry goods inventory and notify your supervisor when orders need to be placed for supplies. Assist with placing orders as needed.
- Identify damaged, lost or missing merchandise and notify your supervisor immediately.
- Pack orders in an orderly manner and close cartons so they are prepared for shipping.
- Placing customer labels on their boxes neatly. This means labels and logos are always straight and look great.

- Ensuring that all wine shipments have a clean, neat appearance and meet Nice Winery's high standards for quality.
- Treating our wine with care and concern at all times.
- Utilizing basic Excel skills to track the monthly packing process, club orders, and add-on orders.
- Using our online system to track fulfillment and shipments sent accurately. Our online records must be kept accurate and reflect the actual status of the customer package.
- Making periodic deliveries to commercial businesses or individuals as needs arise.
- Assisting with Nice Winery staff to keep our winery looking beautiful and ready to receive customers.
- Assisting with receiving wine and product shipments.
- Ability to lift up to 60 lbs. One case of wine can weigh anywhere from 40 to 50 lbs.
- Assisting with Back of House opening and closing duties by following the appropriate system in place.
- Other duties as assigned.

Compensation and Benefits:

This position commences with a 90-day trial period in which you will be compensated at \$10/hr. After that trial period, you are eligible for:

- 30% Employee discount (off retail price) on wine for personal use.
- Free attendance to any Nice Wines educational classes.
- Learning additional job duties and positions.

This position is part-time and can be scheduled up to 25 hrs per week. You must work a minimum of 4 shifts a month to be eligible for benefits.

This position reports to the Fulfillment Manager.

Workdays/Hours:

Hours of the winery are subject to change. As of today, Nice Winery is currently open Tuesday through Saturday from noon to 5PM to our customers. Soon we will be open until 6pm and we will also be open on Sunday.

Fridays, weekends, and the first 10 days of every month are our busiest times. You need to be available to work during these times.

Nice Winery BOH Staff should arrive at 9:00am for an opening shift and be prepared to stay until 6:30pm for a closing shift. If you are scheduled to work an event, you could be scheduled to work as late as 10:00pm.

Although subject to change, initially, you will be scheduled for:

- A 6 hour shift every Friday and Saturday
- The remaining 13 hours will be scheduled as needed.
- If you need time off, it is your responsibility to request it 2 weeks in advance.

- If you cannot work a scheduled shift, it is your responsibility to have your shift covered and then discuss the time and coverage with your supervisor.

All new team members are required to work a minimum of three Saturdays and/or Sundays every month, occasional evenings, and holidays as the business dictates.

Evaluation

You are encouraged to meet weekly with the Fulfillment Manager to review goals, projects, as well as to give and receive feedback. You and your team are encouraged to meet periodically with the Director of Operations to discuss ideas, opportunities, and challenges.