

Job Description

Job Title: Retail & Events Administrator
Department: Retail
Salary: DOE

Grade: 2
Date: 12/09/2019



Position Overview

The Retail & Events Administrator reports to the Retail & Events Assistant Manager (R&EAM) on a day-to-day basis and to the Retail & Events Manager (R&EM) for personal development. An integral member of the department, responsible for sales support, office administration and ensuring outstanding customer service. The key requirements of this role are to provide administrative support to the Retail & Events team, engage with consumers on behalf of Ridgeview and complete a wide range of auxiliary tasks that accompany the role.

Work Pattern

- 30 hours per week, Monday – Friday (9am – 3.30pm)

Job Functions

- First point of contact for Ridgeview enquiries via telephone, email or written correspondence; signposting as appropriate to provide a timely solution to queries.
- Processing wine sales made via the Ridgeview website or taken via telephone.
- Administration of wine tour and picnic hamper bookings.
- Updating of multiple CMS including Ridgeview website and third-party tour booking sites.
- Producing invoices for sales and bookings.
- Administration of OurView wine club including sign-up processing, cellar stock management and member enquiries.
- Outlook calendar management.
- Recording, collation and reporting of data.
- Administration for special events including annual festival Ridgefest.
- Developing relationships with customers to drive repeat custom.
- Driving wine sales and tour bookings to assist in reaching retail team targets.
- Ensuring high levels of customer satisfaction through excellent service, sales and outstanding experiences.
- Maintaining a tidy, organised and fully stocked office.
- Other administrative tasks as directed by R&EAM.

Requirements

- Successful completion of 3 months probationary period at Ridgeview
- Strong IT skills including Microsoft Office.
- Self-motivated and able to work independently.
- Highly organised with strong attention to detail.
- Excellent verbal and written communication.
- Previous experience within Customer Service, Sales or Administration.

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organisation.