



## **Administrative Assistant - Full Time, Hourly Position**

JoieFarm Winery

Naramata, BC

*JoieFarm Winery is dedicated to creating European-inspired wines for West Coast living. Creating focused, award-winning wines on the Okanagan Valley's Naramata Bench since 2004, JoieFarm is internationally renowned for aromatic white wines, mouth-watering rosé, and world-class Pinot Noir and Chardonnay.*

We are looking to hire an individual with outstanding organizational, office and customer service skills to ensure the efficient, organized and smooth day-to-day operation of our office.

### **RESPONSIBILITIES** *include but not limited to:*

- Work in our office in Naramata, BC Monday to Friday 8am - 4pm
- Reception duties such as:
  - Learn the JoieFarm story and represent the JoieFarm brand
  - Act as a point of contact, provide general support and exceptional customer service to our clients and visitors
- Shipping duties such as:
  - Process, pack and ship customer orders
  - Coordinate pick-up of orders with our courier
  - Provide follow-up for customer orders
- Administration duties such as:
  - Provide general administrative support to owner, managers and other employees
  - Answer and manage phone lines and messages
  - Update, maintain and organize appropriate filing systems
  - Prepare documents for media and customers
  - Order office supplies and research new deals and suppliers
  - Assist in maintaining customer relationship management database and contact lists
  - Data entry
  - Organize and prioritize projects and daily workload
  - Maintain tidiness of the office

## **QUALIFICATIONS:**

- Legally able to work in Canada
- 19 years or older with Serving It Right Certificate
- Passion for the wine industry with reasonable wine knowledge; WSET an asset
- Ability to work in a fast-paced and dynamic environment
- Proficient in MS Office, specifically Excel and Word
- Excellent verbal and written communication skills
- Excellent time management skills and ability to prioritize work
- Ability to lift cases of wine (40+ lbs each)
- Working knowledge of office equipment
- Working knowledge of office management and procedures
- Qualifications as an Administrative Assistant or prior administrative experience an asset
- Working knowledge with Mac computers an asset
- Working knowledge of HubSpot (or similar CRM tool) an asset
- Working knowledge of Adobe Creative Suite an asset
- Working knowledge of QuickBooks and bookkeeping knowledge an asset