



Fulfillment and Customer Service Specialist

Oregon's leading family-owned winery, King Estate, is looking for an experienced Fulfillment and Customer Service Specialist. The ideal candidate will have prior shipping experience, excellent customer service skills, and the ability to work collaboratively with various departments within the company. The Fulfillment and Customer Service Specialist is responsible for coordinating order fulfillment, communicating shipping updates and assisting with customer service. The position requires gracious and efficient communication skills with customers as well as detailed reporting within the company.

Essential Job Functions:

- Oversee fulfillment requests and respond to email, shipping and special request inquiries.
- Manage inbound customer service, wine club and shipping requests via phone and email.
- Manage outbound phone communication for wine club and guest shipping updates.
- Track detailed notes for customer interactions and maintain records accordingly.
- Assist with packing, shipping, and tracking of all wine orders.
- Assess weather conditions by region and determine ability to ship.
- Ensure wine is staged for fulfillment and tasting room sales, coordinating transfers as necessary.
- Maintain and follow up on order issues with both customers and shippers.
- Maintain inventory and wine club allocation in winery sales system and database with high degree of accuracy.
- Prepare various inventory related reports as needed.
- Other duties as assigned.

Requirement/Competencies

- Strong customer service skills
- Excellent organizational skills; ability to manage priorities and multi-task
- Excellent written and verbal communication skills
- Enthusiastic, energetic and professional demeanor
- Able to work independently as well as part of a cohesive and driven team
- Able to understand and follow instructions, ask questions when needed
- Able to analyze information, problem-solve, and make sound business decisions
- Minimum of 2+ years in fulfillment/customer service
- Wine industry experience a plus

Physical Requirements:

- Must be able to lift 50 pounds repeatedly
- Must be able to sit or stand for an extended amount of time
- Exposure to both indoor/outdoor environments
- Must be able to work weekends and evenings as needed



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Hourly compensation commensurate with experience and qualifications. Please submit your Resumé/CV to careers@kingestate.com.