



ANALEMMA

Experience Coordinator & Reservationist

Analemma Wines is seeking an Experience Coordinator & Reservationist to manage multiple administrative and hospitality tasks at a premier level. The position runs 2-3 days per week (Saturday & Sunday Required), Mid- March through November. As part of a small but vibrant hospitality team, you'll be the first point of contact for our guests, who are part of the Analemma family. Bring your diverse life experience to work each day, meet new people and build lasting relationships!

Our Offer

Work / Life Balance:

Hiking, fly fishing, gravel biking, wind sports, trail running, and kayaking are 6 minutes from our winery. In the Columbia Gorge this lifestyle is literally at your fingertips, on the way to or from work. An active lifestyle is a part of our culture at Analemma. And because of our hours, you have time to immerse yourself in all of it! These factors, coupled with knowing your energy will make an impact in a values-based business, make Analemma a place to achieve fulfillment on multiple levels.

Professional Development

We know that investing in our team at Analemma will enrich your experience with us and bring us closer to our own goals. We offer employer paid WSET level 1 certification courses to all our staff and put together monthly tastings so that we may enjoy and immerse ourselves in wines from inspirational producers across the globe.

Additional Perks:

This position receives a 50% employee discount on all Analemma wine purchases. Some functional and high quality branded workwear will be provided.

Financial Foundation:

Competitive pay commensurate with job title and experience. Compensation for this position includes some gratuities and commission.

Who we are:

Analemma Wines is a Biodynamic certified grower-producer and values driven winery in the heart of the Gorge. We produce characterful wines and offer unforgettable tasting experiences on our estate, where we inspire curiosity about the natural world through guest adventures in our vineyards, cherry orchards, and lavender fields. Analemma is a place where our guests create genuine connections that foster life and build a community connected by a shared interest in intentional winegrowing. Using regenerative methods in both the field and in the cellar, we are proud to capture a transparent expression of the Mosier Hills terroir. Core values guide the environment we cultivate in our workplace, encouraging each member of our team to reach their growth potential and goals.

Who you are:

Whether hosting guests or studying new wines with colleagues, it is the connection you seek while doing your work that you know makes you successful. As a dynamic individual, you also know that flexibility is required and you pride yourself in embodying that. You know that the people around you share a similar drive for excellence, and also for purpose and values. What's more—they have your back and encourage you to push yourself in new ways. You know two days in life are not the same, and that is energizing to you. You love being part of a vibrant community, life would be pretty boring without it.

You also delight in surprising guests with your attentive hospitality, sharing our story and wines through exploring their own curiosities. You know that we are our guests' happy place, and you love providing a tailored experience for everyone who sets foot on our grounds— sometimes making unexpected connections that no one could have anticipated when the reservation was being booked. It is uncovering these connections that gives you personal satisfaction and a genuine sense of accomplishment, knowing that you attended to guests and members in a way that made them feel special and known.

YOU ARE A GREAT FIT FOR THIS POSITION IF YOU.....

- Have experience in the hospitality industry, preferably in a customer-facing capacity which is desired but not required.
- Comfortable communicating directly with your service team in a sometimes fast paced environment.
- Strong customer service aptitude.
- Proficient in technology, including Apple OS, Microsoft Office, and general computer skills.
- Display a professional, positive attitude with enthusiasm, maturity, and discretion.
- Possess strong organizational skills, attention to detail, and adept record-keeping abilities.

- Project a warm and friendly presence, demonstrating excellent interpersonal skills.
- Genuinely enjoys connecting and conversing with new people on a daily basis.
- Exceptional solution-oriented skills to address guest needs effectively.

Core Responsibilities:

Hosting/Greeting/Staff Support

- Greet all arriving guests with a warm, inviting spirit and professional attitude.
- Collect necessary information from guests prior to their experience, whether in person or on the phone.
- Manage our seating chart puzzle and work with our service team to balance staff and guest needs.
- Set the tone for the experience and show guests what to expect during their visit.
- Feel comfortable “reading the room” and catering introductory information based on the context, mood of the party and schedule of the day. Share what is most exciting to you about our work, including the processes and values behind it.
- An essential contribution to work flow: Manage, update and refine our floor plan in real time to optimize seating on the patio and beyond.
- Assist in replenishment of collateral and glassware along with clearing spaces to enhance guest experiences.
- Be comfortable with glass pours, tastings, and other Ambassador duties as necessary.

Client Communication

- Assist with qualifying and booking of clients for private and semi-private, by-appointment wine tasting experiences both over the phone and via email.
- Be adept at collecting client information quickly, accurately, and with discretion.
- Communicate clearly through phone, email, and text message with referrers and clients, providing detailed information about appointments, confirmations, directions, and other relevant details.
- Provide exceptional customer service to address appointment inquiries, orders, questions, and concerns of clients. Be comfortable disseminating information through the correct channels based on the nature of the request.
- As necessary, you feel the freedom to engage in follow-up communication with guests through email, notes, and phone calls to nurture relationships, deliver exceptional customer service, and support current and future sales efforts.

Physical Requirements:

- Carrying out physically demanding tasks outdoors in various weather conditions, including walking on flat and sloped terrains.
- Adhering to a flexible schedule that includes weekends, holidays, and occasional overtime.
- Standing for extended periods of time.