

QUAILS' GATE

Okanagan Valley

Customer Relations Manager

We are currently seeking a talented individual to join our team in the role of Customer Relations Manager;

In this role, you will be a part of the wineries on-site hospitality team, leading the effort of “over delivery” to our retail and dining customers. You will provide direction for specialty retail programs, manage local and onsite events, in addition to providing communication support. You will develop tourism industry relations, and work closely with the General Manager to develop the customer service programs in line with the Quails' Gate vision.

Our successful applicant will possess natural leadership abilities, work well in high pressure situations and have the ability to multi-task and take initiative. They must have exceptional customer service skills and the ability to develop these skills in others. Ideally they will have a strong food and beverage and retail operations background, possess a positive, outgoing and approachable ‘can do’ attitude, and have a hands-on approach.

Applicants must have a minimum of 5 years of experience in a similar management role, preferably within a hospitality environment. They will have an understanding of brand implementation, budgeting, planning, and be highly proficient with computers and technology. They will demonstrate organization and coaching skills, and have knowledge of wine and food.

To Apply: If you are seeking an experience with a dynamic winery that is intent on establishing itself as Canada's leading premium brand, please forward your resume with covering letter to:

Lani McGill

Human Resources

Email: employment@quailsgate.com Website: www.quailsgate.com