



JOB SUMMARY – Technical Service Representative

(Classification: Non-Exempt)

Reports to: Technical Sales- Regional Manager

Position Summary: Provide knowledgeable winemaking advice through the proficient understanding of Gusmer products. Provide excellent customer service through personable service, prompt and accurate processing of orders, appropriate understanding and knowledge of products promoted and sold, and effective teamwork with other departments and locations to meet customer needs. Provide oversight of the Gusmer Sonoma Store- Windsor location which is engaged in selling products and analytical wine services to the wine industry.

Responsibilities:

1. Work directly with customers by providing personable service and assisting with their selection of products.
2. Maintain proper and accurate store inventory levels through coordinated efforts with other departments.
3. Analyze wine and juice samples using Foss (Wine Scan and OenoFoss) lab equipment and communicate results to customer. Maintain instrument calibration and schedule preventative maintenance.
4. Processes customer orders promptly and accurately.
5. Become and remain proficient in Gusmer Enterprises product lines and customer processes

Qualifications/Experience/Skills:

1. Experience in enology and wine lab work in a college/work setting
2. BS in fermentation/food science or suitable experience, with an understanding of basic chemistry/microbiology
3. Strong communication and people skills
4. Ability to work with diverse customers
5. Ability to multi-task and work in an organized manner
6. Self motivated and ability to work independently
7. Strong computer skills (Microsoft Office)

Please submit your resume to Mary Ann Jennison at mjennison@gusmerenterprises.com or contact her with any questions you may have regarding this position