

Members Experience & Fulfillment Ambassador

Ex Nihilo Vineyards Okanagan Valley Inc. is an established vineyard and winery operating in Lake Country, BC. Ex Nihilo is a privately held company owned by the Azhadi Group, a group of companies which develops and operates wineries and vineyards throughout the Okanagan Valley.

We seek to provide meaningful work and create meaningful relationships. We respect people; we communicate openly; we are team players; we are accountable; and we are trustworthy.

We strive to deliver best in class, beautiful experiences to our people and our guests. Gratitude is at our core; whether it be the land, the opportunity, or the people who we work with and visit us. We are building an environment where people come together, feel valued and will grow in their respective career paths.

The Member Experience & Fulfillment Ambassador plays a key role in fostering relationships with our valued members, ensuring seamless service, and delivering exceptional experiences. This position requires a proactive and highly organized individual who will manage member reservations, orders, and inquiries with efficiency and warmth while promoting the Ex Nihilo Wine Club. The Ambassador will work closely with the hospitality team, engaging directly with guests in the tasting room and developing innovative ways to enhance member experiences.

Essential Job Functions

- Oversee seasonal wine club fulfillment, including planning, administration, member communications, and staff coordination.
- Serve as the primary point of contact for wine club members, ensuring prompt and personalized service.
- Deliver an engaging and elevated tasting experiences for members and guests.
- Assist in the development of wine club materials, promotions, and communications.
- Provide training and support to team members on wine club operations and member engagement.
- Develop and execute innovative strategies to enhance the wine club experience and increase member retention.
- Collaborate with management to establish and analyze KPIs, ensuring measurable outcomes.
- Maintain a thorough understanding of Ex Nihilo's wines, vineyard practices, and brand story.
- Assist in hosting wine club pick-up events, private member experiences, and exclusive winery functions.
- Support general tasting room operations and special events as needed.

Requirements & Competencies:

- A passion for British Columbia wine and hospitality.
- WSET Certification (or willingness to obtain).
- BC Serving It Right Certification (or ability to obtain).
- Post-secondary education in hospitality, management, or marketing.
- Strong verbal and written communication skills, with a talent for relationship-building.
- Experience in project management, scheduling, product ordering, or logistics.
- People management, supervisory, or team lead experience.
- Proficiency with Point-of-Sale systems and CRM tools is an asset.
- Background in the wine or hospitality industry, with an understanding of industry trends.
- Strong business acumen and analytical skills to track performance and drive results.
- Flexible availability, including evenings, weekends, and holidays.
- Ability to lift and carry up to 50 lbs.
- Must be legally entitled to work in Canada.

Physical Requirements:

- Ability to lift and carry up to 50 lbs. repeatedly.
- Stand, walk, and remain active for extended periods.

Comfortable working both indoors and outdoors in varying conditions.

Position is entitled to receive gratuities and incentive bonuses.

Must be 19 years of age.

Start date is expected Spring – Summer 2025.

Apply with complete resume to careers@exnihilovineyards.com