

A Z H A D I
V I N E Y A R D S

EX NIHILO

Members Experience & Fulfillment Ambassador

The **Azhadi Group** is a privately held group of companies which develops and operates wineries and vineyards throughout the Okanagan Valley, including the established **Ex Nihilo Vineyards** operating in Lake Country, BC. The **Azhadi Group** also owns additional vineyards and wineries under development, in Kelowna, Oliver and OK Falls, BC.

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.

There is significant upcoming growth in the Azhadi Group as we build upon our existing winery operations and move from construction stages to operational stages in development entities; this is an excellent unique opportunity to get in early and further your career with a best in class, people-first culture in a growing privately held organization.

The Role

The members of Ex Nihilo are the heart of our business, and we endeavour to deliver fabulous experiences to each and every guest. The new position of **Members Experience & Fulfillment Ambassador** will proactively ensure member requests for reservations, orders and enquiries are dealt with promptly and courteously. The employee will be an excellent promoter of Ex Nihilo wines and the wine club. The Member Experience Ambassador will have regular shifts in the tasting room to meet, engage and deliver elevated experiences to members and guests. The individual will assist in the development of materials and communications to members and will provide a supporting role in training other team members on the Ex Nihilo Wine Club. The successful candidate is passionate about hospitality and building and strengthening relationships and enthusiastic about generating new experience ideas to bring to our members. The Ambassador will work with the management team in the development of KPIs and has the ability to analyze results and efforts with the goal of continuous improvement and achievement of measurable outcomes.

On a seasonal basis of our wine club, the Ambassador will have key responsibilities in fulfillment of wine club shipments, including planning, administration, member communications, and staff scheduling.

The Ideal Candidate

This highly motivated individual will bring our guests energy and excellence in customer service. This individual is a self-starter, efficient, creative, and highly organized. The individual will be able to challenge the status quo and bring fresh ideas for the betterment of the businesses.

The candidate will ideally have the following education, skills and experience:

- A love of British Columbia wine
- WSET Certification
- Serving It Right Certification
- Post secondary education in hospitality, management or marketing
- Excellent communicator with team members, and members both verbally and written
- Project management, scheduling, product ordering, or logistics experience
- People management, supervisory, team lead experience
- Experience with Wine Direct and TOCK
- Experience in wine or hospitality industry and knowledge of industry trends
- Ability to lift 50 pounds
- Business acumen

Competitive compensation will be commensurate with experience. This is an onsite role in Lake Country with scheduling based on the seasonal business and wine club calendar. Accordingly, flexibility is required in shift scheduling including evenings, weekends and seasonal overtime may be required.

Please send CV to [careers@exnihilovineyards.com](mailto:careers@exnihilo vineyards.com) Selected candidates will be contacted for an interview.

Primary Location: Lake Country, BC

Anticipated Start Date: May 2024