



The perfect blend

The **Direct-to-Consumer Co-Ordinator** will be required to assist with customer service and sales enquiries, packing, dispatch and tracking. To administer the basics of the website backend in terms of product information, stock control and maintenance. The ideal candidate will have a proven experience working in a highly efficient direct to consumer business environment executing consumer orders and engagement.

COMPANY OVERVIEW

Our history and true roots span a period of over 300 years of winemaking where it began on the farms Boschendal and Bellingham in the Cape Winelands. DGB (Pty) Ltd was formally established in 1990, which led to several acquisitions with Boschendal in 2005, Franschoek Cellars in 2008, Brampton Wines in 2010, Fryer's Cove in 2020 and most recently Backsberg in 2021. DGB is one of South Africa's largest independent wine and spirit producers and distributors, also representing some other carefully selected highly regarded brands. Our vision is to grow our industry position as a leading South African liquor company, both locally and abroad.

More information can be found at www.dgb.co.za/

KEY RESPONSIBILITIES:

- Work closely with the Direct-to-Consumer Manager to support sales growth directly to end consumer and execute strategies into commercial deliverable.
- Manage and track the delivery of technical enhancements with the development team - site enhancements, improvements, and website issue resolution through working closely with internal teams.
- Answer basic customer enquiries
- Provide product information where required
- The administrator will be required to assist with customer service and sales enquiries (pre and post), packing, dispatch and tracking via inbox, social media messages, WhatsApp and emails
- Doing cost proposals & quotes to clients
- Courier bookings
- Email tracking information to customers/enter on system
- Tracking orders
- Update products/stock levels
- Load new products
- Update products
- Collecting/delivering on odd occasions
- Updating our marketing platform with new customers and loading new orders for production.
- Input new Product codes & new supplier prices (selling & cost). Keep prices up to date with selling/Brand Homes prices.
- To administer the website backend in terms of product information, stock control and maintenance.

QUALIFICATIONS & EXPERIENCE REQUIRED

Education - Must have matric, tertiary qualification would be an added advantage

- Experience in direct-to-consumer customer service and sales
- Must be proficient in MS office, use of Internet & email software
- Excellent telephone and email manner
- Professional customer orientated approach
- Eye for detail
- Eager to learn
- Good time management skills
- Takes responsibility for work
- Innovative, can think on their feet
- Genuine interest in providing top quality service

Applicants may apply via email at recruitment@dgb.co.za. We will be accepting applications until 27 April 2022.



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