

CMS-A Customer Service Specialist

Organization Overview

The Court of Master Sommeliers (CMS-A) sets the global standard of excellence for beverage service within the hospitality industry. Our mission is to advance the profession through education, mentorship, and credentialing, elevating the beverage and hospitality experience for all. We are a 501(c)(6) nonprofit trade association incorporated in 1987 in Napa, CA, with revenue earned through examinations and educational courses at four levels: Introductory, Certified, Advanced, and Master Sommelier. Only 180 people have earned the title of Master Sommelier in the Americas chapter since inception while over 60,000 students have achieved at least one level of certification. The Board of Directors is made up of eleven Master Sommeliers and four external board members, supported by six employees who all work remotely. The Americas chapter is part of a global network and operates programs in North America, South America, Korea, Japan, and acquired the trademark in other regions. For more information see mastersommeliers.org.

Duties and Responsibilities

The Customer Service Specialist position assists the current team by servicing students and candidates.

The required tasks and skills include, but are not limited to:

- Provide customer service to approximately 10,000 students, members, and other stakeholders through email correspondence and answering phone calls
- Maintain positive and professional communications, both internally as well as externally, to provide program information and follow-up
- Receive, investigate, and communicate related to customer issues; complete customer concerns documentation accurately and timely, then forward to appropriate individual(s) to follow-up/review
- Process registrations and payments in our system and document any necessary information
- Keep up with a high volume of interactions with efficiency and hospitality
- Provide secretarial and administrative support to the Executive Director or other senior staff
- Other duties as assigned

Desired Skills and Experience

- Passion for customer service and strong interpersonal skills
- Experience handling phone and email inquiries
- Excellent oral and written communication skills
- Self-motivated and self-sufficient, while having the willingness to seek direction as needed
- Strong computer skills, including email, database, Microsoft Office
- Strong attention to detail and follow through
- Excellent organizational skills, be able to handle multiple priorities effectively
- Time management, handle high volume of interactions with efficiency and hospitality
- “Can do” attitude and willingness to roll up your sleeves in various tasks as needed
- Ability to collaborate and thrive in a Remote work environment
- Ability to thrive in a fast-paced organization
- Spanish speaker/multilingual a plus
- Familiarity and passion for the wine and hospitality industry a plus

Compensation and Benefits

- Hourly, starting at \$18 per hour
- Performance-based bonus
- 401k with up to 6% match
- Medical, Dental, and Vision Insurance, covered at 100% for employee
- Fully remote work

Preferred Requirements

At least 2-3 years of work experience in customer service, administration, and/or hospitality. Candidates should not be currently pursuing a credential with the Court of Master Sommeliers, Americas.

Application Instructions

Please submit a resume and a cover letter describing relevant work and educational experience to HR@mastersommeliers.org. Review of applications will begin January 9, 2023.

Please see Non-Discrimination Policy and Anti Racism Pledge below

Non-Discrimination Policy

The Court of Master Sommeliers, Americas does not discriminate on the basis of race, gender, religion, age, physical or mental disability, marital status, national origin, citizenship, veterans' status, sexual orientation, gender perception, or in any other way prohibited by applicable federal, state or local law. In addition, the Court does not tolerate behavior of any member or candidate that is racist, discriminatory, harassing, or hostile towards an individual or group of individuals. Behavior deemed in violation of the Non-Discrimination Policy will result in corrective action, up to and including suspension or termination of membership, the right to participate in Court programs, or loss of credential.

If you or anyone you know experiences or observes discriminatory or harassing behavior by a candidate, affiliate or member of the Court of Master Sommeliers, Americas, please contact diversity@mastersommeliers.org or our [Ethics Reporting Line](#) immediately.

Anti-Racism Pledge

The Court of Master Sommeliers, Americas (CMS-A) seeks to promote diversity, equity, access and inclusion in our organization and the greater beverage industry. In order to do so, we acknowledge that racism and inequity exist and are present globally, systemically, socially, and institutionally. We are committed to uncovering our individual and collective biases within this organization. While prejudices may be unconscious or conscious, we must separate the intent of our internalized biases from the impact of them and recognize the harm they cause to the greater wine community and, specifically, our underrepresented communities.

We challenge ourselves to address any and all policies that reinforce inequities in recruitment, retention, inclusion opportunity and a sense of belonging. This challenge and pledge begins with our own internal work to develop an anti-racism lens with respect to our organizational culture. We know this will be long and hard work. Just as bearing the Master Sommelier title is a lifelong honor, so is our commitment to actively dismantle organizational structures and norms that perpetuate racism.

Therefore we pledge to:

Continually learn about and address our inherent biases in order to create a more equitable organization

Disrupt and dismantle systems that perpetuate racism, exclusion, or marginalization by rethinking and rebuilding long-standing institutional practices, culture and dialogue

Prioritize diversity, equity, and inclusion and intertwine this goal with our organization's culture, core values and mission

Create spaces, resources, dialogues, and time for our BIPOC, LGBTQ+, women, and minority communities to listen to them, honor their experiences, and create avenues for access and opportunity in society in addition to our members and students

Empower participation in our programs for underrepresented communities and people who are experiencing socioeconomic hardship through scholarship funding.