

CMS-A Program Coordinator Job Description

Organization Overview

The Court of Master Sommeliers (CMS-A) sets the global standard of excellence for beverage service within the hospitality industry with integrity, exemplary knowledge, and humility. We are a 501(c)(6) nonprofit trade association incorporated in 1987 in Napa, CA, with revenue earned through exam and educational course fees at four levels: Introductory, Certified, Advanced, and Master Sommelier. Only 175 people have earned the title of Master Sommelier in the Americas chapter since inception while over 60,000 students have participated in at least one program. The Board of Directors made up of eleven Master Sommeliers, four external board members, and 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.

Duties and Responsibilities

The Program Coordinator position assists the current team of director-level employees with coordination of tasks to execute programs in education and credentialing.

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

- Coordinate and implement logistics for the Introductory Sommelier Course and Examination and Certified Examination
- Maintain and upload programming, attendance tracking, and data entry
- Manage communications with local coordinators and students
- Manage the development and distribution of all programming materials within budget
- Assist in planning and drafting communications with project participants, students, and other stakeholders through email correspondence and answering phone calls
- Work efficiently on several programs simultaneously, both independently and within a team
- Oversee logistical coordination of program-related activities and events, including hotel accommodations, travel arrangements, catering, etc., for project meetings and conferences
- Assist in the coordination and production of materials for programs and projects, including web content, flyers, and letters; collaborating as needed with the communications committee.
- Other duties as assigned

Experience Requirements

- Excellent written, oral, and visual communication skills
- Excellent project management and organizational skills; attention to detail with understanding of the big picture
- Capacity to work independently and as part of a team
- Strong ability to develop work plans, set deadlines, work with minimal supervision, manage multiple programs and duties simultaneously; to set priorities among assignments and produce high-quality results

- Strong computer skills, including MS Office suite
- Database management skills including familiarity with Excel
- Experience working with a diverse community
- Ability to collaborate and thrive in a Remote work environment
- Ability to thrive in a fast-paced organization
- Familiarity and interest in the wine and hospitality industry a plus

Preferred Requirements

At least 2-3 years of work experience in program coordination, administration, customer service, 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.

Please see Non-Discrimination Policy and Anti-Racism Pledge: <https://www.mastersommeliers.org/resources>