COMPANY MISSION

Vintner’s Daughter creates the world’s most coveted and beloved nutritional skincare made from whole plants and plant actives that deliver uncompromising quality and performance to positively impact the skin and lives of our customers.

COMPANY OVERVIEW

Vintner’s Daughter was founded on the principles of unparalleled quality and efficacy, inspired by our founder April Gargiulo’s background in the world of fine winemaking and its uncompromising standards. We apply these same, exacting principles to our sourcing and formulation processes, which is why Active Treatment Essence™ and Active Botanical Serum™ have set new standards for performance, quality, and safety. Using both ancient and modern techniques, we create nutritional skincare that is instantly recognized by the skin, and amplifies its own powers of regeneration, balance, and repair. The results are lasting and generative, meaning skin gets better with every use. Achieving such excellence requires a great amount of time and resources, and a commitment and dedication to the ideals of craftsmanship. Shortcuts cannot be taken when you insist upon making the very best of something. This is the philosophical foundation upon which we are built. We also believe in giving back and minimizing our environmental impact. As such, sustainability is at the core of everything we do from sourcing, to packaging to our fewer, but better philosophy. We are proud to donate 2% of every purchase to charities dedicated to protecting, educating, and empowering women and children around the world. Making the world’s finest skincare is what we are passionate about and provides us with the opportunity to forge lifelong connections with our incredible customers through mutual respect, giving back, deep gratitude and a shared reverence for beauty in all its forms. Vintner’s Daughter has a 100+ year time horizon, dedicated to building a heritage brand, renowned as the most coveted and beloved skincare company.
OVERVIEW OF THE POSITION

The Senior Director of Operations is the leader of the Vintner’s Daughter operations department responsible for managing all purchasing, supply chain, fulfillment, customer service and regulatory functions. This position will play a pivotal role in building strategy and executing key initiatives that support the continued growth of Vintner’s Daughter in both the domestic and international markets. This individual is responsible for preparing the operations department for scalable growth in both the DTC and Stockist channel.

KEY RELATIONSHIPS

● Reports to: President Jackie Higuchi

● Direct Reports: There are currently four direct reports. The team is expected to grow with the company.

● Key Relationships: Head of Finance, Head of DTC, Head of Retail Partnerships and Head of Brand.

KEY SELECTION CRITERIA

We seek a world-class leader who loves the hands-on role of working with a committed team to build a true luxury skincare brand. This person’s career will have a depth of operations experience as a foundation including roles and understanding of fulfillment, supply chain, customer service, and more. The ideal individual has experienced high growth business environments including global expansion. You will be a key member of the team, and will prioritize and set direction for the entire operations department including establishing OKRs and KPIs and while delivering unparalleled experiences for all of our customers.

MAJOR RESPONSIBILITIES & DESIRED OUTCOMES

● Lead the Operations and Fulfillment team. Hire, lead and manage an inclusive, diverse and highly functioning team of engaged A Players to achieve the company’s brand and revenue goals.

● Deliver fulfillment and customer service consistent with the vision of becoming the skincare industry’s most beloved brand. Expertly and joyfully deliver a world-class customer experience where 99+% of orders are accurately packed, shipped, and delivered on time and without damage. Establish capabilities to grow existing fulfillment to achieve the next phase of growth. Analyze options for future warehouse and fulfillment in partnership with Finance and President.

● Build out fulfillment processes and technology to support growth in the Stockist channel. Understands technology and systems that support the department's infrastructure. Thorough cost benefit analysis of EDI, ERP and other systems executed and recommendations, implementations performed as approved.

● Develop and lead the industry's best supply chain, purchasing & inventory management. Manage highly functional supply chain, purchasing, and contract manufacturing relationships with the support of your Senior Supply Chain Manager. Ensure accurate inventory management, both virtual and physical inventory. Develop and implement plans to achieve the company’s supply chain and purchasing standards (including price, brand, and ethical). Establish continuous improvement in processes to ensure operational excellence.
• **Social, ethical and environmental responsibility in the operations function.** Ensure that all partners share our social and environmental standards. Uses both industry best practices and resourceful ideation to create efficiencies that will decrease overall environmental footprint. Works in concert with your team to push the envelope for continual improvement in diverse, inclusive, local, ethical and environmental purchasing.

• **World-class relationship building.** Responsible for developing and growing healthy and productive relationships with vendors, contract manufacturers, and other key stakeholders.

• **Enjoy great chemistry and a true spirit of partnership with Jackie and the leadership team.** A strong chemistry and partnership with the company’s president and leadership team.

**MORE DETAILED EXPERIENTIAL QUALIFICATIONS:**

• A minimum of 10 years in Operations with increasing responsibility and varied experience in supply chain, fulfillment, purchasing, team management and more.

• Experience working closely with the Brand, Design and DTC teams to bring true category defining experiences to life for all customers.

• Strong communicator able to work closely with leadership and cross functional partners.

• Proven experience building, managing and leading a team.

• Experience with the complexity of opening globally in new markets, understands both direct to stockist and distributor structures.

• Strong planning, forecasting and demand analysis skills. Experience with project management.

• Is passionate about bringing to life a truly unique brand that is committed to doing things differently.

**KEY COMPETENCIES AND ATTRIBUTES:**

• **A true passion for the company’s mission, vision and core values.** Enthusiastic about the brand’s mission, vision and values. Excited about patiently and thoughtfully building a category-defining and enduring company.

• **An exceptional leader and manager.** World-class leader and manager; brings an incredibly high EQ – someone who connects with people in a genuine and authentic way.

• **Proven ability to hire A Players.** Sources, selects and sells A Players to join.

• **Ability to develop people.** Coaches people in their current roles to improve performance and prepares them for future roles.

• **Organization and planning.** Plans, organizes, and forecasts in an efficient, productive manner. Focuses on key priorities.

• **Attention to detail.** Does not let important details slip through the cracks.

• **High standards.** Expects personal and team performance to be nothing short of the best.
● **Calm under pressure.** Maintains stable performance when under heavy pressure or stress.

● **Work ethic.** Possesses a strong willingness to work hard and sometimes long hours to get the job done.

● **Communication.** Speaks and writes clearly and articulately without being overly verbose or talkative. Maintains this standard in all communications, including email.

● **Enthusiasm.** Exhibits passion and excitement over work. Has a can-do attitude.

● **Listening skills.** Lets others speak and seeks to understand their viewpoints.

● **Humility and openness to criticism.** Solicits feedback and reacts calmly to criticism and feedback.

● **Honesty/integrity.** Does not cut corners ethically. Earns trust and maintains confidences. Does what is right, not just is what expedient. Speaks plainly and truthfully.

Vintner’s Daughter is an equal opportunity employer. We are committed to the value of diversity, inclusivity and quality in both our workplace and company culture. We encourage applications from all qualified individuals without regard to race, color, religion, gender, sexual orientation, gender identity or expression, age, national origin, marital status, disability, and veteran status.