

Éminence Organic Skin Care Human Resources Specialist (New Position)

How to Apply

Please email cover letter and resume to careers@eminenceorganics.com with 'Human Resources Specialist' in the subject line of the email

For more information on Éminence Organic Skin Care, please visit www.eminenceorganics.com

The Application

Closing Date for applications: 9pm PST Sunday, November 13th, 2016

Update: Monday, November 14th - Callbacks and interviews have begun, but applications submitted immediately are still welcomed and considered.

Competitive Salary, Bonuses, Medical & Dental Benefits, Wellness Program, Product Discounts and Green Transportation Incentives

Location: West Broadway & Cambie, Vancouver, Canada at Éminence's Central Office

Our Products

Éminence Organic Skin Care provides premium products and unparalleled service to leading salons, spas and beauty professionals. Our products embody half a century of herbal craftsmanship and experience, and several centuries of unsurpassed skin rejuvenation techniques unique to Hungary. All of our products are handmade, using only the freshest ingredients known to nature without harming animals or using any harsh chemicals. Our ingredients are handpicked and hand harvested to ensure premium quality. Every ounce of Éminence products receives personal attention to produce and package.

Éminence cares about the environment and integrates sustainable practices into every part of our business including planting a tree for every product that we sell.

Our Company

Éminence Organic Skin Care is the leading name in the field of Organic Skin Care. Éminence is renowned as the most unique and effective line of natural skin care products on the market today.

Éminence has been voted "Favourite Skin Care Line" and "Favourite Educator" for seven years in a row by skin care professionals and is considered #1 for skin care results in the natural & organic spa industry. Additionally, Éminence has won multiple "Best of the Best" readers' choice awards for the best skin care products available, awards that are the most unbiased, prestigious honours given in the industry today.

Since Éminence's arrival in North America, Éminence's business has experienced tremendous growth in every major market in North America and has created distribution channels in over 50 countries.

Currently with over 200 team-members worldwide and with thousands of dedicated and loyal spa and salon business partners, Éminence has products which touch millions of faces and bodies across North America and throughout the world each year.

Our Core Values

Extraordinary Service, Infectious Enthusiasm, Sincere Respect, Supportive Teamplay, Proactive Reliability, Passionate Dedication.

Role Summary

The HR Specialist provides training and ongoing support in Recruiting and Human Resources. The HR Specialist's main focus will be to provide subject matter expertise and support to the Outside Sales team to assist the Outside Sales Managers (OSMs) and Outside Sales Representatives (OSRs) to recruit and develop their teams across North America.

The Outside Sales team is comprised of Independent Contractors across the United States and Canada. These Outside Sales Representatives (OSRs) hire sub-contracted Representatives within their sales territories to help deliver extraordinary Customer Service to Éminence Spa Partners.

The HR Specialist will also partner with Hiring Managers at the Vancouver Central Office to support *all* company-wide recruiting efforts, and will also, as a member of the Human Resources & Organization Development Team, provide general HR support as required.

Reporting and Peer Relationships

Reports to the Human Resources & Organization Development Manager and works closely with the Human Resources & Organization Development Team. Works in collaboration with the Sales Manager for Programs & Major Accounts, Sales Administrator, the Customer Education Team and liaises regularly with local Hiring Managers and Outside Sales Team Managers at the Vancouver Central Office. Partners directly with the OSRs to help hire sub-contracted representatives.

Roles and Responsibilities

Recruiting

- Support the OSRs in the recruitment of Sub-Contracted Representatives:
 - Partner with the OSRs to define job needs and develop job descriptions for new Sub-Contracted Representatives (SCRs)
 - Provide training and guidance on Éminence's recruiting best practices
 - Develop and apply territory-specific posting tactics to attract candidates for each new role
 - Develop territory-specific and job-specific contractor payment structures, calculators and guidelines to provide payment structure recommendations for each new role
 - Collaborate with the *Sales Manager for Programs & Major Accounts* and the *Senior Customer & Sales Analyst* to, where possible, incorporate contractor payment structures into monthly reports to OSRs
 - Provide support and guidance as necessary throughout the interview process
 - Partner with the Customer Education team to coordinate and evaluate pre-hire reports after candidates shadow Éminence Skin Care Trainers
 - Assist OSRs in checking references
 - Partner in the creation and maintenance of Contracts including non-disclosure, confidentiality, and non-compete sections consistent with territory-specific regulations and OSR's requirements
- Central Office Recruiting Support:
 - Partner with Hiring Managers to post, screen, interview and hire candidates within hiring timelines
 - Train & coach Hiring Managers on Éminence recruiting best practices
 - Post and maintain job opportunities (track and communicate deadlines, ensure that applicants receive responses)
 - Create position-specific interview templates
 - Maintain library of job descriptions for all positions
 - Maintain recruiting statistics and reporting
 - Conduct telephone screening for open positions
 - Participate in in-person interviews with Hiring Managers as necessary
 - Problem-solve recruiting challenges for difficult positions
 - Conduct Reference Checks as needed

Onboarding

- Partner with the OSRs to determine role specific requirements for Orientation and Training
 - Coordinate onboarding and orientation activities to ensure that all sub-contracted representatives have Éminence brand knowledge to deliver extraordinary Customer Service to Éminence Spa Partners
 - Work with the *Sales Manager for Programs & Major Accounts* and Customer Education Team to implement ongoing developmental training/testing of the SCRs

Performance Development

- Provide guidance and training to help OSRs develop SCRs using Éminence best practices in:
 - 1:1 meetings
 - Performance Feedback and coaching (provide growth producing feedback)
 - Setting goals and objectives
 - Implement and support the ongoing use of Situational Leadership within the teams
 - Performance reviews
- Partner with OSMs to provide support and guidance for Éminence best practices in dealing with performance management issues with OSRs

Offboarding

- Provide guidance and processes to OSRs to coordinate the implementation of the departure checklist to ensure a successful transition including announcements, technology, materials and overall exit administration
 - Conduct exit interviews and take action as required

Company-wide Human Resources Support

As a key member of the HR & OD Team, the HR Specialist will perform a variety of HR roles throughout the company including:

- Create and amend Contracts
- Assist to maintain employee records
- Assist to maintain & distribute all HR standard materials and documents (forms, policies, Handbook, Intranet)
- Provide back-up support to the Payroll & Benefits specialist on payroll input
- Create & refine employee templates
- Collaborate on process improvements
- Perform other duties and special projects as assigned
- Annual Business Conference:
 - Assist in preparation for the Éminence Annual Business Conference (annual 4-day Learning event)
 - Assist in the preparation of presentation materials for the conference
 - Attend full conference (the dates for 2017 are July 28-August 1)
 - Coordinate post-conference activities in support of Outside Sales territories

Skills Required:

- Ability to develop and sustain cooperative, productive working relationships to demonstrate our core values and contribute positively to the culture of the organization
- Proactive, highly organized and extremely detail oriented
- Ability to work effectively with an off-site/remote workforce
- Excellent verbal and written communication skills with superior grammar and composition skills
- Demonstration of responsibility and ownership – ability to see things through and manage tasks and projects to completion

- Ability to exercise diplomacy and discretion and to handle highly confidential information appropriately
- Ability to multitask and work well in a high pressure, multiple-deadline environment, and to work well with minimal supervision and with many styles of direct leadership
- Ability to use initiative and independent judgment and problem-solving skills
- Strong Customer service focus

Experience Required:

- 3-4 years of increasing levels of experience in a Generalist HR role with demonstrated experience in all aspects of job description
- 1-2 years management experience
- 1-2 years of experience in full-cycle recruitment, training, new employee orientations, onboarding and offboarding
- 1-2 years of experience in leading and participating in job evaluations, job description development and all aspects of performance development
- Proven experience in Contract Employment standards and regulations and their application in the workplace with Contractors and Sub-Contractors
- Proven ability to investigate, interpret and apply Employment and Contract regulations to territories across the United States and Canada
- Advanced proficiency in MS Office including Excel, Word, PowerPoint and Outlook mail, tasks, and calendar-management capabilities
- Experience in payroll processing
- Experience in conducting training an asset

Education and Credentials:

- Completion of a diploma program in Human Resources or related field plus 3-4 years broad Human Resources Generalist experience, or an equivalent combination of training and experience.
- Knowledge of Human Resources rules, regulations, contracts, policies and procedures related to the work performed
- Knowledge of business English, spelling, punctuation and effective business communications
- Knowledge of methods and techniques used in attracting, recruiting, interviewing and testing candidates
- Knowledge of performance development processes