

Eminence Organic Skin Care Administrative Assistant to Customer Education

How to Apply

Please send a cover letter and resume to careers@eminenceorganics.com with 'Administrative Assistant to Customer Education' in the subject line of the email.

For more information on Eminence Organic Skin Care, visit our website www.eminenceorganics.com, Facebook Page www.facebook.com/EminenceOrganicSkinCare and YouTube Page www.youtube.com/user/eminenceorganics.

The Application

Closing Date for applications: 9pm PST Sunday, February 3rd, 2019

***Update on Monday, February 11th, 2019 screening & interviews are in process, however, applications submitted immediately are still welcomed and considered.**

Competitive Salary, Bonuses, Extended Health Benefits, Wellness Program, Product Discounts and Green Transportation Incentives

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

Our Products

Eminence Organic Skin Care provides premium products and unparalleled service to leading salons, spas and beauty professionals. Pioneer of the organic skin care movement, Eminence Organics combines more than half a century of herbal craftsmanship and innovation with Hungarian-inspired healing to offer results-oriented treatments. All of our products use only the freshest ingredients known to nature without harming animals or using any harsh chemicals - we pick only premium quality ingredients to craft natural, organic and Biodynamic[®] skin care that is good for the earth and good for the skin. Every ounce of our products receives personal attention throughout production and packaging.

Eminence Organics cares about the environment and integrates sustainable practices into every part of our business including planting a tree for every product that we sell through our [Forests For The Future](#) initiative.

Our Company

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

Eminence Organic Skin Care has been voted by skin care professionals as "Favorite Skin Care Line" and "Favorite Product Education", both for ten years in a row, as well as "Favorite All-Natural Line" for eight years in a row and is considered #1 for skin care results in the natural & organic spa industry. Additionally, Eminence Organic Skin Care 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.

Eminence Organics has also won multiple Environmental Awards & is a [Certified B Corporation](#)[®], recognizing the sustainable farming & green practices we use to create our products as well as recognizing the progressive people practices we exemplify in supporting our team-members.

Since the arrival of Eminence Organics in North America, our business has experienced tremendous growth in every major market in North America and has created distribution channels in over 60 countries. Currently with over 300 team-members worldwide and with thousands of dedicated and loyal spa and salon business partners, Eminence Organics has products which touch millions of faces and bodies across North America and throughout the world each year. Our charitable initiatives, including the [Eminence Kids Foundation](#), impact thousands of lives each year.

Our Core Values

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

Role Summary

The Administrative Assistant to Customer Education (AACE) is responsible for key administration and reporting tasks in support of the Customer Education Team. The Customer Education team at Eminence helps all of Eminence's educators in delivering extraordinary education to all of Eminence's Customers – Eminence's Customers are the Spas and Salons who provide Eminence products and services to End-Consumers around the world. The AACE will utilize their exceptional attention to detail and administrative experience to prepare, track, follow up and monitor key functions within the Customer Education department including the administration of After Training Surveys, the International Trainers' Training Schedule, Regional Training events, Tradeshows, email subscriber lists and companywide events (including companywide conference calls, Annual Business Conference and International Trainer Conference).

Reporting and Peer Relationships

The Administrative Assistant to Customer Education reports directly to the Customer Education Coordinator and ultimately to the Customer Education Manager. The AACE works closely with Eminence's International Trainers, Outside Sales Team, Product Education Specialists, Customer Education Manager and occasionally the Tradeshows & Events Coordinator.

Roles and Responsibilities**After Training Survey administration & reporting**

- Manage and assist with entry of all After Training Surveys within one week of receipt
- Coordinate data entry with offsite data entry contractors
- Ensure all surveys are entered in time for mid-month and end of month reports, to distribute to Eminence's educators and education leaders
- Create and send After Training Survey summary report monthly
- Continually improve the process of collating and reporting on the Training Survey Results
- Cross-check current email subscribers (for *Eminence eNews*) with new subscribers and send test emails to new subscribers
- Remove all email bouncebacks from the list of new subscribers

International Training Team Support

- Assist the Senior Product Education Specialist in setting up Customer Education web conferences (including taking minutes of key points from the web conferences)
- Ensure the International Trainers' training schedules for each Sales Territory visit are received 1 month in advance of the visit
- Update and email out each International Trainer's Training Report in advance of each International Trainer's trip, to prepare them for their visit to each Sales Territory
- Process all Training Supply orders for Sales Territory visits
- Process training kit and personal orders for International Trainers
- Send out personalized thank you cards to each spa following each visit from International Trainers
- Create Masterclass Summary Reports following each tradeshow and maintain reporting

Regional Training Support

- Manage and process payment for all Regional Training registration fees
- Send all Regional Training invitations via eburst and via mailed postcard
- Process all Regional Training supply orders (products and promotional materials)
- Enter all After Training Questionnaires from Regional Trainings and send out summary reports following each event to International Trainers

General

- Provide additional administrative support to the Customer Education Manager and Customer Education Coordinator

- Provide additional administrative support for the Annual Business Conference planning and facilitation team
- Provide additional administrative support at the annual International Trainer Conference, as needed
- Perform any other related duties as necessary

Meetings

- Attend bi-weekly one-on-one with the Customer Education Coordinator
- Attend the quarterly company-wide Conference Call
- Attend Eminence's Annual Business Conference
- Attend the annual International Trainer Conference, as needed

Experience and Education Required

- Administrative Assistance or equivalent experience - 1-3 years (minimum) required
- Data entry experience – 1-2 years preferred
- Customer Relationship Management (CRM) software experience – minimum 1 year preferred
- Customer Service experience preferred
- Scheduling support or equivalent experience an asset
- Retail order and fulfillment experience an asset

Skills Required

- Excellent verbal and written communication skills with superior grammar and composition skills
- Exceptional attention to detail
- Exceptional understanding of Microsoft Office Suite including how to effectively use the software to administer all functions (Intermediate to advanced MS Excel, Word, PowerPoint and Outlook skills required)
- Demonstration of responsibility and ownership – ability to see things through and manage tasks and projects to completion
- Critical Thinking and Decision-making skills required
- Proactive, highly organized and extremely detail oriented
- Customer service skills
- Spa industry experience an asset
- Adult education experience an asset