

## **Eminence Organic Skin Care Outside Sales Representative – Wyoming**

### **How to Apply**

Please send a cover letter and resume to [careers@eminenceorganics.com](mailto:careers@eminenceorganics.com) with 'Outside Sales Representative – Wyoming' in the subject line of the email.

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

### **The Application**

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

Location: Wyoming, U.S.A.

### **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<sup>®</sup> 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](#)<sup>®</sup>, 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

### **The Core Values**

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

**Role Summary**

The Outside Sales Representative (OSR) is a contracted sales and training representative to Eminence Organic Skin Care yet maintains their own business entity. The OSR's focus will be on both opening new accounts while continually building business within existing accounts. The OSR will work closely with their Inside Sales Representative (ISR) (located at Eminence's Central Office) in order to receive and process complex Customer orders, inquiries and/or complaints covering items or products ordered. The OSR uses expert knowledge of products, product availability, sales territories, and individual Customers to provide trainings on a quarterly basis to both new and existing customers. The OSR uses Customer Relationship Management (CRM) software to record and process orders and/or inquiries received by mail, telephone and fax.

**Reporting and Peer Relationships**

The Outside Sales Representative (OSR) reports directly with the Outside Sales Manager (OSM). The OSR works in partnership with the ISR assigned to their territory to help manage sales and works with the International Trainers to train the Customers in Eminence products and esthetic techniques.

**Overall Roles and Responsibilities****Sales**

- Develop new account (Customer) relationships and regularly open new accounts
- Manage account (Customer) relationships including regular customer contact, customer appreciation
- Increase product penetration by expanding the Eminence portfolio in each account
- Drive uptake of seasonal promotions
- Participate in all sales activities necessary to achieve the sales targets for each Fiscal Year (Fiscal Year runs Oct 1 to Sept 30 of each calendar year)
- Receive and process Customer orders
- Manage the levels of expense in customer-driven marketing, advertising, promotional and gratis product for each customer
- Follow the Guidelines set out in the Sales Policy and Procedure Manual

**Customer Training**

- Provide trainings on a quarterly basis to each customer at their spa location
- Book International Trainer appointments for both Regional Training and customer on-site training
- Send in weekly records of trainings completed to ISR and monthly to both ISR and OSM (on the last day of the month)
- May have the opportunity to attend and sell at tradeshow and organize staff to work at the tradeshow in another territory

**Administration**

- Follow the guidelines set out in the Sales Policy and Procedure Manual
- Fill in all required forms for internal and external customers

**Performance Expectations**

- Achieve Fiscal Year sales targets
- Exemplify the Eminence Organic Skin Care core values (Sincere Respect, Extraordinary Customer Service, Infectious Enthusiasm, Proactive Reliability and Passionate Dedication)
- Provide an impeccable representation of Eminence
- Arrive at each appointment on time
- Keep commitments and meet deadlines with clients
- Make phone contact with every client in the assigned territory once every 30 days
- Confirm next training date and topics after last training date
- Take all orders after training events

- Set territory route so that every account receives between 1.5-3 hours of trainings every 3 months
- Allow time during route to prospect new accounts
- Ensure a minimum of 60-70% of accounts orders new products within first 3 months after launch
- Ensure all phone calls are returned within 24 hours (for both external and internal customers)
- Ensure all emails are returned within 48 hours (for both external and internal customers)
- Prospect 4-5 new accounts per quarter (each 3-month period)
- Book appointments for International Trainer visits at least 2 months in advance

## **Experience and Skills**

### **Experience Required**

- Must hold a current Esthetician Licence and have been currently practicing for a minimum of 2 years
- Minimum 1 year conducting Eminence Organic Skin Care Treatments in a Spa (must be within the past 2 years)
- A dual (Massage Therapy) licence is an asset
- Minimum 1-year facilitation/presentation experience is an asset
- Background in how to run a business is an asset
- Background in sales is an asset (previous responsibility for running a sales territory preferred)
- Valid driver's license for assigned territory is mandatory
- Ability to travel overnight within the territory for up to 5 nights
- Ability to travel outside of territory for up to 5 nights

### **Skills Required**

- Superior interpersonal and communication skills
- Excellent training/presentation/facilitation skills
- Outstanding organizational and multi-tasking capabilities
- Customer service skills
- Customer resolution skills
- MS Excel skills preferred
- Computer skills (especially MS Word, Outlook)