

## **Eminence Organic Skin Care Product Support Representative**

### **How to Apply**

Please send a cover letter and resume to [careers@eminenceorganics.com](mailto:careers@eminenceorganics.com) with 'Application for Product Support Representative' 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**

Closing Date for applications: Sunday, May 19<sup>th</sup> at 9pm PST

**\*Update on Tuesday, May 21<sup>st</sup>, 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 and Cambie, Vancouver, Canada at Eminence's Central Office

**Hours of Work:** Monday – Friday from 8am – 4:30pm

### **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**

If you have a passion for skin care and customer service and enjoy sharing your knowledge with team-members and Customers, then this could be the perfect role for you!

Eminence's two Product Support Representatives utilize their expert level of knowledge of skin care & Eminence's products to provide extraordinary customer service, education and support to Eminence team-members, Distributors and End-Consumers by answering phone calls, emails and live website chat inquiries.

**Reporting and Peer Relationships**

The Product Support Representative (PSR) reports directly to the Customer Education Manager. The PSR also works closely with the Sales Team, Business Development, Digital Marketing, Customer Care and Product Development.

**Roles and Responsibilities****Product Education**

- Provide extraordinary Customer service in a professional and friendly manner via phone, email, mail, live website chat, and social media
- Maintain a high level of knowledge on Eminence's products and services to ensure all End-Consumers and Distributors are provided with accurate information
- Educate End-Consumers on Eminence product choices, efficacy, and value
- Educate prospective Distributors and remind existing Distributors about all of the Eminence Marketing & Sales resources and support available to their businesses
- Assist Distributors and End-Consumers in navigating the Eminence website ([www.eminenceorganics.com](http://www.eminenceorganics.com))
- Act as a point of contact for all ingredient-related inquiries to all Eminence Sales Representatives and Distributors
- Assist Digital Marketing team in answering questions received via social media from End-Consumers and Distributors regarding Eminence products and ingredients
- Assist the Digital Marketing team in creating blog content for the Eminence website

**Customer Service**

- Provide End-Consumers with details about where to purchase their desired product and/or spa services within their geographic area
- Resolve Customer concerns by:
  - clarifying any complaints from Distributors or End-Consumers
  - determining the cause of the problem
  - selecting and explaining the best solution to solve the problem
  - expediting corrections or adjustments
  - following-up to ensure resolution
- Act as a point of contact to help the Customer Care team in the consideration of any product return related inquiries
- Assist the Customer Care team in the completion of product returns for any incomplete, erroneous or damaged shipment
- If required, follow up with Distributors and make sure product returns have been picked up by carriers and replacement items are sent in a timely manner

**Reporting / Documentation**

- Maintain and update a Frequently-Asked-Questions reference document for answering questions regarding our company and products
- Prepare reports on services provided to all Distributors and End-Consumers
- Maintain Training Manual

**General**

- Perform any other related duties as required

**Experience Required**

- Background in the Esthetic or Health & Beauty industry – minimum 2 years
- Experience with Eminence product line – 1 year preferred
- Esthetic License/Certification – preferred
- Customer Service Experience – minimum 2 years
- Esthetic Practitioner's experience – 1-2 years preferred

**Skills Required**

- Excellent verbal and written communication skills
- Exceptional Customer service skills
- Ability to successfully resolve unusual and unique situations
- Demonstration of responsibility and ownership – ability to see things through and manage tasks and projects to completion
- Ability to use initiative and independent judgment and problem-solving skills
- Customer complaint resolution skills
- Ability to exercise diplomacy and discretion and to handle information appropriately
- Expert website navigation skills
- Superior attention to detail
- Ability to multitask
- Ability to communicate with all levels of a Customer's organization
- Sales skills
- Proficiency with Microsoft Office, including Word, Excel, Outlook, and the Internet, as well as other databases and CRM