

Eminence Organic Skin Care Customer Development Assistant

How to Apply

Please send a cover letter and resume to careers@eminenceorganics.com with 'Customer Development Assistant' 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: Sunday, June 9th at 9pm PST

***Update on Monday, June 10th, 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

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

This administrative & data entry position provides assistance to the Customer Development Department and works to support all members of the Customer Development Team for projects and administrative tasks related to business development, Tradeshow follow-up and Customer lead generation. The Customer Development Assistant (CDA) will use their administrative experience, attention to detail and Excel skills to execute all post-tradeshow data entry and follow-up, while managing the ongoing communications and tracking of tradeshow leads. Additionally, the CDA supports the Customer Development Specialists by following up on new Customer leads to begin the process of opening new Customer accounts – Eminence's Customers are spas who provide Eminence services and retail products to consumers. The CDA receives and creates target call lists from a variety of sources. The CDA makes outbound phone calls to leads and qualifies potential Customers. The CDA provides leads with an amazing first impression of Eminence Organic Skin Care by phone and email.

Reporting and Peer Relationships

The Customer Development Assistant (CDA) reports directly to the Customer Development Team Lead and, ultimately, to the Customer Development Manager. The CDA works closely with another CDA and the Customer Development Specialists (CDSs).

Roles and Responsibilities

Duties and responsibilities include, but are not limited to:

Tradeshows and Follow-up

- Execute follow-up plan with all Customer leads generated from Tradeshows within a six-week period after each Tradeshow (approx. 15 Tradeshows a year)
 - Receive and accurately enter into an Excel spreadsheet all leads generated from Tradeshows
 - Call to follow-up with potential Customers who attended the Tradeshow
 - Qualify any resultant leads and assign to the appropriate Customer Development Specialist, based on geographic region
 - Respond to any inquiries regarding Eminence Organics trial products bought at a Tradeshow

Prospecting

- Qualify incoming Customer lead information and assign lead to appropriate CDS
- Process orders for leads, including the sending of Information Packages and Client Samples
- Research new business opportunities within assigned geographical territories and send qualified leads to CDSs
- Perform special projects as assigned that may include extensive research and report writing

Customer Relations

- Respond to any inquiries from End-Consumers on where to purchase Eminence Organics products in their geographic area

General

- Perform any other Sales-related tasks and projects as required including supporting the Customer Development Team Lead
- Exemplify the Eminence Organic Skin Care core values
- Assist with territory coverage when other Customer Development Specialists are absent
- Attend and participate in training as required

Meetings

- Attend regular one-on-ones with the Customer Development Team Lead
- Attend Sales Team meetings, when required, & regular Customer Development Team meetings
- Attend the quarterly company-wide Conference Call
- Attend other meetings as required

- Attend Eminence Organic Skin Care's Annual Business Conference

Experience Required

- Data Entry – minimum 6 months
- Moderate to fast typing/entry speed
- Customer Service experience – minimum 1 year
- Esthetic industry and/or previous experience with Eminence Organics product line an asset
- Customer Relationship Management (CRM) software use an asset

Skills Required

- High level of accuracy and exceptional attention to detail essential
- Effective computer and typing skills
- Proficiency with Microsoft Office, including Word, Excel, Outlook and the Internet as well as other databases and CRM
- Critical thinking skills
- Effective interpersonal skills
- Ability to multitask and meet deadlines
- Ability to communicate with all levels of a Customer's organization
- Customer service skills
- Confidentiality and Discretion