Éminence Organic Skin Care
Contracted Training Specialist – Denver & Greater Area, Colorado (4 days/month)

The Application

Closing Date for applications: 9pm PST, Sunday, February 19th 2017
Location: Denver and Greater Area (Colorado)
Application: *Please send a cover letter and resume to lisa@eminenceorganics.com* with 'Training Specialist application' in the subject line
For more information on Éminence Organic Skin Care, please visit www.eminenceorganics.com

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 eight years in a row, as well as "Favourite All-Natural Line" for seven years in a row, all awards voted 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 300 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.

The Opportunity - Role Summary

This position works directly with and for a local Éminence Outside Sales Representative (OSR), Lisa Wensley. The OSRs are contracted sales and training representatives to Éminence Organic Skin Care yet maintain their own business entity. The Training Specialist's main focus is in providing training and support to existing Customer accounts while also exploring and supporting new Customer account opportunities. The Training Specialist works closely with the Outside Sales Representative and the Éminence Central Office in Vancouver to provide extraordinary training and service to Éminence Customers. As part of the Outside Sales team, the Training Specialist also receives and processes Customer orders while fielding inquiries regarding orders and training. The Training Specialist uses expert knowledge of products, skin care, massage therapy, seasonal promotions, training techniques and extraordinary Customer service to provide exciting trainings to each Customer on a regular basis.

The Training Specialist will contract directly to the OSR to represent Éminence and is not an employee

of Éminence. The role responsibilities listed below will take up an average of 4 days per month. The number of hours worked per month will depend on the number of accounts that need to be trained in any given month. The candidate should have some level of flexibility to accommodate these 4 days per month. The number of days required per month may increase over time.

Reporting and Peer Relationships

The Training Specialist is employed by or contracted to the Outside Sales Representative and works in partnership with Éminence Organic Skin Care to help educate our Customers in Éminence products and esthetic techniques. The Training Specialist will also work closely with the Inside Sales Representative in the Éminence Central Office to provide extraordinary service to all Customers.

Roles and Responsibilities

Sales

- Provide outstanding education and knowledge to Éminence Customers
- Nurture new Customer relationships
- Regularly prospect new Customers within assigned geographical area
- Increase product penetration by expanding the Éminence product portfolio in each Customer account
- Drive 'uptake' of seasonal Éminence promotions and other Éminence promotions as directed by the OSR
- Be available to all territory's Customers to answer Product Knowledge questions
- Partner with Customers and the OSR to address challenges and opportunities in each Customer's business (including, for examples: menus, backbar, retail merchandising, pricing) – including use of the Éminence Onsite Quarterly Checklist and Marketing Checklist.

Customer Training and Support

- Provide training every 3 months to each Customer at their spa location, as directed by the OSR
    - Training appointments with each Customer may vary from 1.5 hours to multiple days depending on each Customer's needs
- Providing Opening Order trainings once a month for the first 3 months after opening a new account, as directed by the OSR
- Prior to each training, determine the best training topics and approach most suitable for that Customer by discussing each Customer's needs with the OSR
    - Topics covered are determined by the needs of the respective Customer, their OSR and/or by each new promotion and product launch
- Bring a clean, organized product supply kit for each Customer visit
- Create learning environments where each Customer's staff (including all front-desk, estheticians/massage therapists and any other on-site employees or leaders) can learn from each other and feel comfortable asking any questions
- Maximize the information retention of Customers through tailored, inspirational, question-based training
    - Product Instruction Manuals are provided by Éminence
- Ensure all After Training surveys are completed by all training attendees and submitted to Éminence Central Office within 48 hours
- While visiting each spa: assess the cleanliness, organization and presentation of Éminence products in the retail displays, tester samples and 'backbar' areas in order to optimize service and retail sales.
- Sending the OSR a detailed report within 48 hours after each Customer training on areas of opportunity including merchandizing and marketing support that is needed
- Assist Customers with placing orders and managing their inventory
- Support Customers with the coordination of special events as directed by the OSR
- Enhancing support and service to Key Accounts by conducting Monthly visits based on Monthly Visit Guidelines supplied by the OSR

Administration

- Follow the guidelines set out in the Éminence Sales Handbook and any other policies as set by the OSR

- After each training, submit Gratis orders for training attendees to Éminence Central Office within 24 hours
- Record and submit weekly record of trainings completed to the OSR
- Receive, process and submit Customer orders within 24 hours
- Record detailed recap of all on-site trainings to be sent in to the OSR Office Manager within 48 hours

Education, Conferences and Tradeshows

- Participate in regular scheduled calls and meetings with OSR
- Attend mandatory phone conference calls with the Éminence Central Office to learn about upcoming product launch and training updates
- Attend and assist in arranging Regional Training Events (events may be facilitated by Éminence International Trainers) for additional Éminence training and education
- Attend annual local Tradeshow(s) with OSR as a representative of Éminence
- Attend Éminence Annual Business Conference in Vancouver once a year (approximately 5 days in July or August) for further training and education

Performance Expectations

- Exemplify the Éminence Organic Skin Care core values
- Provide an impeccable representation of Éminence
- Provide impeccable delivery in the content of trainings and presentations
- Keep commitments and meet deadlines with Customers and OSR
- Continually increase own knowledge of the latest and best Skin Care related techniques
- Communicate any urgent Customer or training issues promptly to the OSR within 24 hours
- Achieve and maintain a minimum 95% Feedback score on all After Training Surveys
- Ensure all emails are returned within 48 hours (for both external and internal Customers)
- Maintain a professional appearance and attire for tradeshows, Éminence events, onsite trainings and any other activities where the Training Specialist is representing Éminence

Experience and Skills

Experience Required

- Has a current Esthetician Licence and has been currently practicing for a minimum of 2 years
- Minimum 1 year conducting Éminence Organic Skin Care Treatments in a Spa (must be within the past 2 years)
- A dual (Massage Therapy) license 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)
- **Ability to travel through winter conditions and a vehicle suited (AWD) to do so**
- Valid credit card, mobile phone and 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

- Excellent communication skills
- Excellent training/presentation/facilitation skills
- Multi-tasking capabilities
- Superior interpersonal skills
- Customer service skills
- Customer resolution skills
- MS Excel skills preferred

Computer skills (especially MS Word, Outlook)