Eminence Organic Skin Care
Contracted Office Administrator – Florida (Palm Beach County) 3 days/week

The Application
Closing Date for applications: 9pm (PST) Sunday, June 4th 2017 *[*Update on Monday, August 21st: Screening & Interviews are in process however applications submitted immediately are still welcomed and considered.]*

Location: Palm Beach County, Florida
Application: Please send a cover letter and resume to kpettis@eminenceorganics.com with ‘Office Administrator application’ in the subject line
For more information on Eminence Organic Skin Care, please visit www.eminenceorganics.com

Our Products
Eminence 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 Eminence products receives personal attention to produce and package.

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

Eminence 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, Eminence 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 Eminence’s arrival in North America, Eminence’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, Eminence 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 Eminence Outside Sales Representative (OSR). The OSRs are contracted sales and training representatives to Eminence Organic Skin Care yet maintain their own business entity. The Office Administrator’s main focus is in providing administrative support while acting as a consultant in order to grow existing Customer accounts and also exploring new Customer account opportunities. The Office Administrator works closely with the Outside Sales Representative and the Eminence Central Office in Vancouver to provide exemplary business support and extraordinary service to Eminence Customers. As part of the Outside Sales team, the Office Administrator also receives and processes Customer orders while fielding inquiries regarding orders and training. The Office Administrator uses expert knowledge of incentive
programs, sales, prospecting tools and techniques to develop the territory. The Office Administrator works closely with their Inside Sales Representative (ISR) in order to receive and process complex customer orders, inquiries and/or complaints covering items or products.

The Office Administrator will contract to the OSR to represent Eminence and is not an employee of Eminence. The role responsibilities listed below will take up an average of 3 days per week.

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

**Roles and Responsibilities**

**Administration**
- Follows the guidelines set out in the Eminence Sales Handbook and any other policies as set by the OSR
- Records and submits weekly record of trainings to the OSR and sends in monthly training calendar to the Vancouver Central Office
- Receives, processes and submits Customer orders within 24 hours
- Records detailed recap of all on-site trainings in the Eminence Customer relationship management software (CRM) as directed by the OSR
- Sends out bi-monthly recaps of incentive programs and goals to Customers
- Complete all general administrative duties as needed

**Sales**
- Develops new account (customer) relationships and regularly opens new accounts
- Manages account (customer) relationships including regular customer contact
- Increases territory growth by analysing trends, setting up Partnership Programs, Quarterly Sales Target Programs and customized incentive programs, and providing support as needed
- Participates in all sales activities necessary to achieve the territory’s sales targets for each Fiscal Year (Fiscal year runs Oct 1 to Sept 30 of each calendar year)
- Receives and Processes customer orders
- Manages the levels of expense in customer-driven marketing, advertising, promotional and gratis product for each customer
- Regularly prospects new Customers within assigned geographical area
- Drives ‘uptake’ of seasonal Eminence promotions and other Eminence promotions as directed by the OSR
- Partners 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 Eminence Onsite Quarterly Checklist and Marketing Checklist.
- Follows the guidelines set out in the Sales Policy and Procedure Manual

**Customer Support**
- Ensures all After Training surveys and gratis orders are submitted to Eminence Central Office within 24 hours
- Assists Customers with placing orders and managing their inventory
- Supports Customers with the coordination of special events as directed by the OSR
- Enhances support and service to Key Accounts by conducting Monthly visits based on Monthly Visit Guidelines supplied by the OSR
- Supports OSR with setup and coordination of regional and mini-regional events
Education, Conferences and Tradeshows
- Participates in regular scheduled calls and meetings with OSR
- Attends phone conference calls every 3 months with the Eminence Central Office to learn about upcoming product launch and training updates
- Attends and assists in arranging Regional Training Events (events may be facilitated by Eminence International Trainers) for additional Eminence training and education
- Attends annual local Tradeshows(s) with OSR as a representative of Eminence
- Attends Eminence Annual Business Conference in Vancouver once a year (approximately 5 days in July) for further training and education

Experience and Skills
Experience Required
- Has a minimum of 2 years of experience in business and/or office administration
- Background in how to run a business office is an asset
- Background in sales is an asset
- Valid driver’s license for assigned territory is mandatory
- Ability to travel overnight for 2-3 nights at a time on a quarterly basis

Skills Required
- Excellent communication skills
- Excellent analytical and time management skills
- Excellent MS Office (Excel, Outlook and Word) skills
- Excellent negotiation/presentation/facilitation skills
- Multi-tasking capabilities
- Superior interpersonal skills
- Customer service skills
- Conflict resolution skills
- Bilingual in English and Spanish is an asset