Eminence Organic Skin Care
Employee Training Specialist – Maritime Provinces
Full time position

The Application

Closing Date for applications: Sunday, August 13th, 2017 at 9PM* **[*Update on Monday, August 21st: Screening & Interviews are in process however applications submitted immediately are still welcomed and considered.]**

Location: Maritimes (New Brunswick, Nova Scotia, Prince Edward Island)
Start Date: December 1st, 2017
Application: *Please send a cover letter and resume to* careers@eminenceorganics.com with 'Maritimes Training Specialist 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 "Favorite Skin Care Line" and "Favorite Educator" for eight years in a row, as well as "Favorite 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

The Training Specialist (TS) 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 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 OSR and the Eminence Central Office in Vancouver to provide extraordinary training and service to Eminence 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 is at all times acting as a representative of Eminence and the OSR. The Training Specialist will be a direct employee to the OSR and is not an employee of Eminence.

Reporting and Peer Relationships

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

Roles and Responsibilities

Sales

- Provide outstanding education and knowledge to new and existing Eminence Customers
- Increases territory growth by analyzing 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)
- Nurture new Customer relationships
- Regularly prospect new Customers within assigned geographical area
- Increase product penetration by expanding the Eminence product portfolio in each Customer account
- Drive 'uptake' of seasonal Eminence promotions and other Eminence 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, backbars, retail merchandising, pricing) – including use of the Eminence Account Management Guidelines

Customer Training and Support

- Schedule and provide training every 3 months to each Customer at their spa location
    - Training appointments with each Customer may vary from 1.5 hrs to multiple days depending on each Customer's needs
- 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 product supply kit for each Customer visit
- Create learning environments where each Customer's staff (including all front-desk, estheticians 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 Eminence
- Ensure all After Training surveys are completed by all training attendees and submitted to Eminence Central Office within 24 hours
- While visiting each spa: assess the cleanliness, organization and presentation of Eminence products in the retail displays, tester samples and 'backbar' areas in order to optimize service and retail sales
- Assist Customers with placing orders and managing their inventory
- Support Customers with the coordination of special events as directed by the OSR

Administration

- Follow the guidelines set out in the Eminence Sales Handbook and any other policies as set by the OSR
- After each training, submit Complimentary Product orders for training attendees to Eminence Central Office
- Record and submit weekly record of trainings completed to the OSR
- Receive, process and submit complex Customer orders within 24 hours
- Record detailed recap of all on-site trainings in the Eminence Customer relationship management software (CRM) as directed by the OSR
- Sends out recaps of incentive programs and goals to Customers
- Complete all general administrative duties as needed

Education, Conferences and Tradeshows

- Participate in regular scheduled calls and meetings with OSR
- Attend phone conference calls every 3 months with the Eminence Central Office to learn about upcoming product launch and training updates
- Attend and assist in arranging Regional Training Events (events may be facilitated by Eminence International Trainers) for additional Eminence training and education
- Attend annual local Tradeshow(s) with OSR as a representative of Eminence
- Attend Eminence Annual Business Conference in Vancouver once a year (approximately 5 days in August) for further training and education

Performance Expectations

- Exemplify the Eminence Organic Skin Care core values
- Provide an impeccable representation of Eminence
- 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)

Experience and Skills

Experience Required

- Has a current Esthetician Licence and has been currently practicing for a minimum of 2 years
- Speaks and writes in English (French is asset)
- Minimum 1 year conducting Eminence Organic Skin Care Treatments in a Spa (must be within the past 2 years)
- Minimum 1 year facilitation/presentation experience
- 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

Skills Required

- Excellent verbal and written communication skills
- Excellent training/presentation/facilitation skills
- Multi-tasking and prioritizing capabilities
- Superior interpersonal skills
- Customer service skills
- Customer resolution skills
- Excellent analytical and time management skills
- MS Excel skills preferred
- Computer skills (especially MS Word, Outlook)