

Éminence Organic Skin Care Customer Development Representative

Closing date for applications: Sunday, January 29th at 6pm.

Competitive salary, Bonuses, Medical Benefits, Wellness Program and Incentives

Location: Broadway & Cambie, Vancouver

Application: Please send a cover letter and resume to careers@eminenceorganics.com

Company Summary

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 hand picked and hand harvested to ensure premium quality. Every ounce of Éminence products receives personal attention to produce and package.

Role Summary

The Customer Development Representative (CDR) generates new relationships with customers and follows up on new customer leads to begin the process of opening new accounts. The CDR also helps to respond to customer enquiries and answers product knowledge questions to ensure that both are addressed in a timely fashion with exemplary service. The CDR also provides coverage for the Inside Sales Representatives who handle all customer orders.

Reporting and Peer Relationships

The Customer Development Representative (CDR) reports directly to the Inside Sales Manager and, ultimately, to the Sales Manager. The CDR works closely with the Inside Sales Representatives, Customer Care Lead, Customer Care Representative, Outside Sales Representatives (OSR) and Sales Coordinator.

Future Career Opportunities

A natural next career step from this role within Éminence is to roles of Inside Sales Representative, Customer Care Representative or Customer Development Lead.

Roles and Responsibilities

Prospecting

- Take incoming information request calls and emails (respond to any voicemails or pending emails within 24 hours)
Follow up on all leads generated within the Vancouver office
 - Qualify customer: Find out prospect information and needs. Also explain what our expectations are regarding licensing (facility and staff), opening orders and minimum order amounts (list of qualification questions can be supplied if needed)
 - Once prospect is qualified, send the information packages to the customer and forward lead information to the OSR (copying the appropriate ISR) for follow up
 - CDR to follow up in 1 week to confirm that client received information package / samples and has been in touch with the OSR. If no contact, follow up with the OSR to schedule an appointment (until booked) and continue working to support the opening of the account

Trade Show Follow Up

- Complete follow up with all leads generated from tradeshow within 6 weeks following each Trade Show
- Qualify any resultant leads: follow appropriate prospecting steps
- Respond to any client inquiries regarding products bought or shipped from a tradeshow

Customer Relations

- Respond to any inquiries from retail clients on where to purchase products in their geographic area

- Act as a product specialist to any prospect or client looking for specific information on a product
- Refer clients to retail locations in their area

General

- Perform any other Sales-related duties as required including coverage of Inside Sales Representatives territories

Performance Expectations

- Exemplify the Éminence core values
- Assist with territory coverage when other Customer Development Representatives or Sales Representatives are absent
- Return phone calls on same day if messages left before 2pm
- Respond to all calls not returned on same day by 10am the next day
- Respond to all other client contact (faxes, emails) within 24 hours
- Record the Sources of all new accounts in CRM
- Maintain the confidentiality of Vancouver office discussions until permitted to distribute to the Outside Sales team

Experience, Skills and Values**Experience Required**

- 2–3 years Customer Service experience
- Outbound calling experience an asset
- Inside Sales experience (particularly in a Call Centre environment) an asset
- Esthetic industry and/or previous experience with Éminence product line an asset
- Customer Relationship Management (CRM) software use an asset

Skills Required

- Excellent communication skills
- Multitasking capabilities
- Superior interpersonal skills
- Customer service skills
- Sales Skills
- Customer resolution skills
- Computer skills (particularly MS Office Word, Excel, Outlook)

Values Required

- Extraordinary Service
- Infectious Enthusiasm
- Sincere Respect
- Supportive Teamplay
- Proactive Reliability
- Excellence
- Efficiency