

Éminence Organic Skin Care

Operations & Organization Development – Administrative Assistant
(NEW POSITION)

The 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.

The Company

Éminence Organic Skin Care is the pre-eminent name in the field of Organic Skin Care. Éminence Organic Skin Care 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” 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 20 countries.

Currently with over 200 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.

The Opportunity – Role Summary

This position plays a pivotal role in the day-to-day running and ongoing development of Éminence. The role reports to the Operations Manager and works closely with the Éminence leadership team in particular with the senior leader in Operations & Organization Development. The role is responsible for providing administrative assistance to the Operations Manager and to the senior leader in Operations & Organization Development. In particular, the role leads the administration of all company Human Resource and Organization Development initiatives from planning meetings to performance reviews, team-member opinion surveys and recruiting.

The Core Values

Extraordinary Service, Infectious Enthusiasm, Sincere Respect, Supportive Teamplay, Proactive Reliability

The Application

Closing Date for applications: *Callbacks and interviews have begun but applications submitted immediately will still be considered.*

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

Location: *Broadway, Vancouver*

Application: Please send a cover letter and resumé to ncooke@eminenceorganics.com
For more information on Éminence Organic Skin Care, please visit www.eminenceorganics.com

Roles & Responsibilities

Operations

- Provide administrative assistance to the Operations Manager and to the Senior Leader in Operations & Organization Development
- Create and track the annual company-wide Project Plan
- Assist with follow-up and action plan tracking of the senior leaders
- Create action plans and notes as required in the Weekly Operations Leaders' Meetings and in the Monthly Managers' Meetings
- Assist in managing the Operations and Organization Development Project Calendars and team-members' Outlook Calendars
- Assist in preparing for the monthly Company-wide meeting
- Assist in preparing for the daily morning meetings
- Arrange meetings of varying sizes; including arrange and set-up of telephone/webcast/video conferences
- Attend meetings (as required) and record/distribute action plans (and minutes as required)
- Prepare and edit company-wide/office-wide communiques and announcements
- Assist with review of Expense Reports
- Prepare Expense Claims as Required for the senior leaders in Operations and Organization Development
- Maintain and organize the company's online Shared Network Drive filing system
- Administer the security system for all employees including key fobs, keys and alarm codes at all facilities

Organization Development

- Assist with Annual Strategic and Operational Planning Meetings
- Administer the rollout of the Annual and quarterly Goals & Objectives to all employees
- Administer the annual Team-member Opinion Survey; distribute reports to the departmental leaders and assist with tracking follow-up actions to increase employee engagement
- Track organizational Key Performance Indicators and distribute departmental reports
- Assist in the event-planning and preparation for the Éminence Annual Business Conference (annual 5-day Learning event)
- Assist in planning, organizing, and coordinating the team-member recognition events and other seasonal celebration events
- Administer Length Of Service Recognition Program
- Assist with the administration of the annual Employee Review Process
- Update and maintain company-wide Organization (Structure) Charts (current and future)

Human Resources

- Assist in the posting of Éminence job opportunities, the filtering of applicants and the scheduling of interviews when required
- Prepare offer of employment letters and independent contractor agreements
- Prepare new employee files, ensure all new hire paperwork is complete, scan required documents
- Schedule new hire orientation meetings with the Operations Manager and the President
- Update and maintain currency of all employee data in HRIS Spreadsheet/Database (including start-date, title, age, current address, salary, bonuses achieved, emergency contact information)
- Track and maintain database for employee training programs (Orientation1, Orientation2, Conflict Resolution, MS Office Suite, Leadership Training)

- Maintain and organize the company's online HR Network Drive folders
- Ensure Employee Handbook is current and on-brand
- Organize and maintain confidential employee files centralized in Vancouver office
- Maintain the Planned Vacation/Absence Calendar for all employees
- Track all types of leave for all employees; send quarterly leave reports to the department leads and; send annual letters to each employee summarizing their vacation and sick leave status for the current and next years
- Assist in the collation of absences, overtime on a biweekly basis for submission to the Payroll Administrator (and the collation of quarterly bonus information and annual Salary Compensation adjustments)
- Assist with the administration of the annual Compensation Review Process and the creation of annual Compensation Adjustment Letters for every employee
- Assist in the calculation of the total annual compensation budget Sort and distribute company paystubs on a bi-weekly basis
- Respond to and complete requests for information from outside sources (including reference checks, personnel file requests, wage information)
- Ensure that all Human Resource forms and policies are up-to-date and revisions are distributed to all team-members as needed
- Schedule exit interviews and prepare related reporting

Skills Required:

- Proactive, highly organized and extremely detail oriented
- Ability to develop and sustain cooperative, productive working relationships
- Excellent verbal and written communication skills with superior grammar and composition skills
- Demonstrates responsibility and ownership - ability to see things through and manage tasks and projects to completion
- Ability to exercise diplomacy and discretion and to handle highly confidential information appropriately
- Ability to multitask and work well in a high pressure, multiple-deadline environment, and to work well with minimal supervision and with many styles of direct leadership; ability to use initiative and independent judgement and problem-solving skills
- Strong customer service focus
- Ability to quickly learn new tools and focus on continuous improvement

Experience Required:

- Advanced proficiency in MS Office including the ability to create complex spreadsheets in Excel; to create sophisticated templates in Excel and Word; create advanced presentations in Powerpoint and; maximize Outlook's mail, task and calendar-management capabilities
- Post-secondary education in Office Administration an asset with at least 1-2 years of experience in an administrative or executive assistance role, or an equivalent combination of education and experience, preferred
- MS Project or other Project Management software experience an asset
- Visio experience an asset
- Familiarity with provincial Employment standards and regulations an asset
- Previous HR related experience an asset