

## **Éminence Organic Skin Care Product Development Project Manager**

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

Competitive Salary, Bonuses and Benefits

**Location:** Broadway, Vancouver

**Application:** Please send a cover letter and resumé to [sbaresh@eminenceorganics.com](mailto:sbaresh@eminenceorganics.com)

For more information on Éminence Organic Skin Care, please visit [www.eminenceorganics.com](http://www.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 Product Development Project Manager (PDPM) is responsible for developing new products which strengthen and enrich the Éminence brand and grow our clients' businesses. The PDM is responsible for generating new product ideas, conducting feasibility studies, and appropriate market research while managing the product development process from conception to launch.

### **Reporting and Peer Relationships**

The Product Development Project Manager (PDPM) works in conjunction with the other members of the Product Development Team comprised of the President, the General Manager, the Director of Marketing & Public Relations and the Marketing Manager.

The PDM works closely with outside vendors and internal team members from Operations and Supply Chain to ensure that products are in stock two months prior to their launch date.

### **Roles and Responsibilities**

Duties and responsibilities include, but are not limited to:

#### **Core Values & Leadership Best Practices**

Exemplify and encourage the Éminence Core Values and Leadership Best Practices

- Extraordinary Service - exist to serve our customers with quality products and superior customer service – meet or exceed all service expectations
- Infectious Enthusiasm - choose a positive, can-do attitude to our work and our life
- Sincere Respect - treat every colleague and every customer with fairness, politeness, honesty and respect
- Supportive Team Play - collaborate as one aligned team towards our collective company goals
- Proactive Reliability - take personal responsibility for delivering superior quality and quantity of work

#### **Product Conceptualization**

- Assist in generating leading-edge product concepts by attending tradeshows, keeping abreast of competitive activity and by reading industry journals and consumer magazines.
- Work with the Product Development Team to finalize product concepts twelve months in advance of their scheduled launch.

#### **Market Research and Analysis**

- Perform a Competitive Market Analysis for each new product.

- Recommend retail and wholesale pricing and conduct product profitability analysis.
- Conduct Rate of Sale Analysis on current Éminence products to inform decisions on product development, redevelopment, and SKU Rationalization

**Suppliers, Componentry and Packaging**

- Identify and work with suppliers with the assistance of the Supply Chain team to ensure that product's quality meets or exceeds Éminence standards. These will include packaging, components, contract manufactures and other third party suppliers.
- Research and source effective componentry, packaging, and labelling methods for new products.
- Ensure that a Product Specification Sheet is created for each new product outlining the product's: colour, smell, texture, and ingredients.
- Determine the total lead-time from production to a finished product, optimum minimum order quantities, and costing.

**Product Testing**

- Initiate clinical studies as required and manage the completion of clinical studies and reports to be generated in time for Product Launch.
- Establish quality control product specifications.
- Maintain pre-production and retained product samples.
- Test compatibility of the pre-production sample for fill and functionality.
- Retain samples for all launches (and for different batches as needed during a product's lifetime) in order to compare pre-production sample (i.e. prototype) with the first production batch (and subsequent batches if needed) to ensure it meets product specifications.

**Inventory Management**

- Work with the Product Development and the Supply Chain teams to develop a 3 month forecast to support the product launch.
- Request SKU item numbers for all new SKUs related to new product and related material
- Partner with the Ordering Specialist and/or Procurement Specialist to order sufficient components, packaging, and product inventory to ensure that all sales made during launch period can be fulfilled.
- Coordinate with the Supply Chain to ensure that the warehouse is aware of all the new items and has the necessary SKU numbers and bill of materials for new products.

**Project Management**

- Create and maintain the annual Product Development Project Plan for product development, redevelopment, and product rationalization.
- Create and manage the Critical Path of product development from concept to product launch, product redevelopment, and product rationalization.

**Costing**

- Estimate preliminary product costing.
- Calculate the total cost of each promotion (approximately 3-4 large launches and 2-3 smaller promotions each year) – incorporating the total cost calculations from the Marketing Manager.

**Meetings**

- Lead the weekly Product Development Meeting, reporting back on status of all projects through a written project summary.
- Lead the monthly rolling 12 month Product Planning Meeting.
- Meet with the Supply Chain Manager once per month to ensure that Supply Chain department is prepared for all product development projects.
- Hold a weekly 1-1 meeting with the Director of Marketing & Public Relations to ensure that Marketing and Product Development Projects are aligned.
- Attend monthly Company-Wide meetings.
- Attend and assist with the Éminence Annual Business Conference.
- Perform any other Marketing, Public Relations, and Branding related duties as required.

**Performance Expectations**

- Exemplify Éminence Core Values.
- Exemplify Éminence Leadership Best Practices.
- Recycle at every opportunity.
- Source environmentally friendly products, components, and packaging.
- Keep commitments and meet deadlines.
- Respond to internal and external customer calls, faxes, e-mails within 24 hours.
- Maintain exceptional relationships with all Éminence suppliers and partners.

### **Experience, Skills and Values**

#### **Experience**

- Experience with consumer package goods, ideally in the Spa and/or Health & Beauty channel (minimum 5 years).
- Project Management experience (minimum 2 years).
- Purchasing and negotiation skills (minimum 2 years).
- Business skills related to feasibility studies, market research, return-on-investment and forecasting (minimum 2 years).
- Team leadership and management experience (minimum 2 years).
- Product research, design, and development from conception to launch (3 to 5 years preferred).
- Experience working with external vendors and cross-functional teams members from: shipping, manufacturing, operations, QA, QC, sales, and accounting (minimum of 2 years).
- Understanding of Quality control.
- Sales or customer service experience (an asset).
- Marketing and branding experience (an asset).
- University degree in Business and/or Marketing (preferred).

#### **Skills**

- Exceptional written and oral communication skills.
- Computer skills (especially MS Word, Outlook).
- Intermediate to Advanced Excel.
- Effective time management, organizational and leadership ability.
- Excellent communication and interpersonal skills.
- Solid work ethic with desire to contribute to achieving team goals and revenue targets.
- Highly entrepreneurial and creative.
- Ability to operate in a fast paced, changing environment with shifting priorities.