

Éminence Organic Skin Care Inside Sales Representative

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

Location: *Broadway, 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 Inside Sales Representative (ISR) receives and processes complex customer orders, inquiries and/or complaints covering items or products ordered. The ISR nurtures an ongoing relationship with selected customers and sales staff including daily outbound customer care calls. The ISR uses expert knowledge of products, product availability, sales territories, and individual customers to provide a key communications link to the customer and to increase sales potential. The ISR uses Customer Relationship Management (CRM) software to record and process orders and/or inquiries received by mail, telephone and fax.

Reporting and Peer Relationships

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

Roles and Responsibilities

Account Management

Assist customers from a pre-assigned territory with all aspects of their business – this includes taking orders, informing clients of specials/promotions, addressing any questions or concerns while upholding all company policies. The ISR suggests additional and/or alternative products or services to meet customer needs:

- Place calls to all existing Eminence accounts once per month
- Customer Calls should cover the following items:
 - Ensure current promotions are understood
 - Enquire if any staff need training
 - Request feedback from clients (or OSRs) on products
 - Respond to general comments or questions
 - Ask if the spa is aware of next regional training in their area
 - Enquire as to the next printing of the spa menu is and how we can assist in its creation
 - Discuss sales within the spa and discuss if there are any problems we can help to solve?
- Follow up with clients to ensure they are receiving training once every 3 months
 - If not, contact the appropriate OSR to schedule an appointment – follow up 1 week later to confirm that a booking has been made
- If training has just occurred, follow up with training confirming gratis surveys and gratis list are being completed and client information is updated

- Receive After Training Surveys and follow up on any solutions recommended after a site visit
- Keep an active list of top name accounts and submit changes to management as required
- Update group listing with all orders qualifying for group entry
- Assist clients with support options for special events utilizing Return on Investment form (ROI)
- Book appointments as needed for International Trainer visits

Order Taking

- Receive phone, faxed and email orders from clients and OSRs. All orders are processed the same day if received by 2pm
- All faxed orders to be called and confirmed with the client
- All emailed orders to be emailed a reply
- All voicemail orders to have a call back to the client to confirm
- Verify client information (shipping, billing, promotional material) with each order received
- When calling to confirm received orders, inform clients of all new products and promotions

OSR relations

- Receive After Training Survey from international trainers and send to International Trainer Coordinator
- Receive After Training Surveys from OSRs and forward to International Trainer Coordinator
- Perform regional registration and notification

Meetings

- Attend regular one-on-ones with Inside Sales Supervisor to discuss results and opportunities
- Attend weekly Sales Team meetings
- Attend monthly Vancouver office meetings
- Attend annual company-wide meeting
- Attend the quarterly company-wide Sales Team Conference Call
- Attend other meetings as required
- Attend Annual Business Conference

General

- Perform any other Sales-related duties as required

Performance Expectations

- Exemplify the Éminence core values
- Be punctual
- Recycle at every opportunity
- Keep commitments and meet deadlines
- Make phone contact with every client in the assigned territory each month (equivalent to approximately 15 outbound calls per day)
- Assist with territory coverage when other Inside Sales Representatives are absent
- Process all client orders within same day if rec'd before 2pm
- 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
- Utilize Appropriate Business Language in system notes
- Maintain the confidentiality of Vancouver office discussions until permitted to distribute to the Outside Sales team

Experience, Skills and Values**Experience Required**

- Inside Sales experience (particularly in a Call Centre environment) – minimum 1 year
- Customer Service experience – minimum 2 years
- Client Service and/or account management an asset
- Esthetic industry experience an asset

Skills Required

- Excellent communication skills
- Multitasking capabilities
- Superior interpersonal skills
- Customer service skills
- Customer resolution skills
- Computer skills (especially MS Word, Excel, Outlook)

Values Required

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