

Éminence Organic Skin Care Outside Sales Representative – All North American Areas

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 Outside Sales Representative (OSR) main focus will be on both opening new accounts while continually building business within existing account. The (OSR) will work closely with their Inside Sales Representative (ISR) in order to receive and process complex customer orders, inquiries and/or complaints covering items or products ordered. The (OSR) uses expert knowledge of products, product availability, sales territories, and individual customers to provide quarterly trainings to both new and existing customers. The (OSR) 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 Outside Sales Representative (OSR) reports directly to the Sales Manager. The OSR works in partnership with the ISR assigned to their territory to help manage sales and works with the International Trainers to train the Customers in Éminence products and esthetic techniques.

Overall Roles and Responsibilities

Sales

- Develops new account (customer) relationships and regularly opens new accounts
- Manages account (customer) relationships including regular customer contact, customer appreciation
- Increases product penetration by expanding the Éminence portfolio in each account
- Drives uptake of seasonal promotions
- Participates in all sales activities necessary to achieve the sales targets for each Fiscal Year (Fiscal year runs Oct 1 to Sept 30 of each calendar year)
- Receives and Processes customer orders
- Manages the levels of expense in customer-driven marketing, advertising, promotional and gratis product for each customer
- Follows the Guidelines set out in the Sales Policy and Procedure Manual

Customer Training

- Provides Quarterly Trainings to each customer
- Arranges Regional Training Events (Events are facilitated by International Trainers)
- Books International Trainer appointments for both Regional Training and Customer on-site training
- Attends and sells at Tradeshows and organizes staff to work at the Tradeshows in their Territory
- Sends in weekly records of trainings completed to ISR and monthly to both ISR and Sales Manager (on the last day of the month)

Administration

- Follows the Guidelines set out in the Sales Policy and Procedure Manual
- Fills in all required forms for internal and external customers

Performance Expectations

- Achieves Fiscal Year sales targets
- Exemplify the Éminence Organic Skin Care core values (*Sincere Respect, Extraordinary Customer Service, Infectious Enthusiasm and Proactive Reliability*)
- Arrive at each appointment on time
- Keep commitments and meet deadlines with Clients
- Make phone contact with every client in the assigned territory once every 30 days
- Confirms next training date and topics after last training date
- Takes all orders after training events
- Sets territory route so that every account receives between 1.5-3 hours of trainings every 3 months
- Allows time during route to prospect new accounts
- Ensures a minimum of 60-70% of accounts orders new products within first 3 months after launch
- Ensures all phone calls are returned within 24 hours (for both external and internal customers)
- Ensures all emails are returned within 48 hours (for both external and internal customers)
- Opens 4-5 new accounts per quarter (each 3 month period)
- Books appointments for International Trainer visits at least 2 months in advance

Experience, Skills and Values**Experience Required**

- Minimum 2 years as an Esthetician
- Minimum 1 year doing Éminence Organic Skin Care Treatments in a Spa (must be within the past 2 years).
- Background in how to run a business is an asset
- Background in sales is an asset (particularly responsibility for a sales territory)
- Valid driver's license for assigned territory is mandatory

Skills Required

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

Values Required

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