



TITLE: Account Coordinator, Specialty Stores

REPORTS TO: VP, Sales

LOCATED IN: NYC Corporate Office (limited travel)

FLSA: Exempt

JOB OVERVIEW: Working from our NYC headquarters, this position is responsible for driving sales in specialty stores, while promoting the customer experience on behalf of the International Cosmetics & Perfumes (ICP) brands – The House of Creed, and any future new brands. This role will provide outstanding client service through proactivity, creativity, and organization. This person will also promote and maintain the intrinsic company culture that fosters the firm’s core values of: Transparency, Recognition, Accountability, and Communication.

CORE RESPONSIBILITIES:

Based in NYC, works with regional management team (via phone, skype, email, etc.) to execute sales strategy of the company and brands, including but not limited to:

- Partner with In-Store Management/Buying Teams to convey the company’s initiatives and brand frameworks that are tied to ICP’s message on the customer experience
- Drive sales and revenue while promoting the customer experience (including retail sales and net ship sales)
- Execute strategy to provide focus on building replenishment business and driving top line sales
- Monitor Collateral Allocations based on retail sales %, maintain Bookings Report (Daily, biweekly)
- Submit operational functions on a timely basis including expense reports, Retail Action Plans, and Budget plans
- Create/maintain Prospective Customer Files (info sheet, PPT with images/floor plans)
- Collect/maintain ARCAs, CC Authorization sheets
- Maintain CRM database
- Weekly: OOS/OH reports each week (Mondays), Aged Invoice Reports Weekly (Friday if possible), Monitor RAs and defective items from customers
- Monthly: Incentives (Spiff, Gratis), expense Report, monitor retail sales
- Seasonally: Send seasonal cards, send mailers for New Launches, keep track of Holiday Incentives, create store retail goals
- Open new store accounts by seeking to promote and cultivate company brand awareness with external partners
- Maintain customer relationships and identify potential customers through retail marketing plans that leverage the local community, existing client base, and inclusion of new customers
- Embody the firm’s vision to inspire our clients through beauty innovations and the narrative of luxury while championing company practices and culture

BASIC REQUIREMENTS:

- 3+ years relevant sales experience in luxury beauty/fragrance industry, with a preference for a background in the luxury sector
- Strong client service skills, including follow-up & relationship building
- Good influencing, negotiating, & interpersonal skills
- Excellent verbal/written communication and interpersonal skills
- Proficient in Microsoft Office and Sales specific software
- Ability to successfully work independently and as part of a team
- Must be flexible and adaptable to changing priorities, and local store settings/customer culture
- Demonstrates a basic understanding of our business, retail partners, and stores organization
- Skilled at successfully organizing, prioritizing and managing multiple projects
- Ability to work in an entrepreneurial, fast-paced environment while being adaptable to change
- Comfortable working in a team and willing to take on new challenges/opportunities as they arise
- Physical ability to move about, kneeling, stooping, carrying, bending, stretching, twisting and lifting

Compensation includes competitive salary + bonus, health benefits, generous PTO schedule, and 401K plan + match