



TITLE: Director, Training and Education
REPORTS: Vice President, Training and Education
FLSA: Exempt
LOCATED: NYC Office

JOB OVERVIEW

This position is responsible for driving the Training and Education strategies for International Cosmetics & Perfumes (ICP) and all brands within the ICP portfolio. This person serves as a Training and Education partner for the NYO and Field Sales Team in implementing training strategies, including the implementation of the Creed Customer Experience. This role is responsible for developing content and innovatively resolving Training and Education gaps, meeting both internal and external client needs, while influencing key stakeholders to drive buy-in and alignment between departments. This role will also promote and maintain the intrinsic company culture that fosters the firm's core values of: Transparency, Recognition, Accountability and Communication.

CORE RESPONSIBILITIES

Strategy

- Works with Vice President of Training and Education to develop and support Education and Training strategies for ICP and all brands within the ICP portfolio
- Supports continual review and process/program improvements in Training and Education areas and proactively surfaces areas of improvement

Education

- Creates and maintains Education and Training materials (concept to execution) including product knowledge, brand history, and brand selling ceremony
- Develops development tools to assess training opportunities to improve sales force performance
- Supports NYC office corporate and brand trainings

Customer Focus

- Consistently focuses on meeting internal and external customer expectations
- Drives the Creed Customer Experience in all areas, focusing on the Field Sales Team, Creed Boutiques, CreedBoutique.com

Project Management

- Utilizes company PM system, WRIKE, to manage and track all projects, appropriately collaborates with other departments, and moves projects to completion

Collaboration

- Collaborates cross-functionally, ensuring a consistent message
- Collaborates with Field Team business partners and other relevant departments to maintain and build on Customer Experience protocol in retail channel; managing ongoing educational aspects of program

Facilitation Skills

- Effective in a variety of settings and able to flex midstream if needed
- Actively participates in National Sales Meetings, Sales Leadership Conference, Launch Seminar and other meetings to drive high performance results

Developing Others

- Utilizes ICP development tools to drive higher levels of performance in others
- Manages a team of two; the East Coast Training Manager and West Coast Training Manager
- Travels up to 35% in-market to ensure message consistency and uncover best practices/key learnings

Culture

- Embodies the firm's vision to inspire our clients through beauty innovations and the narrative of luxury while championing company practices and culture
- Seeks to promote and cultivate the company and brand awareness with external partners



REQUIREMENTS

- Bachelor's Degree required
- Master's Degree in Organizational Development or related field a plus
- 6-9 years relevant experience
- Experience working in Training in the Beauty and/or Luxury industry required (Experience in fragrance preferred)
- Full understanding of effective education and training program practices with knowledge of competitive products/markets along with best sales practices
- Previous ownership and development of effective training programs required, and creation of e-learning modules preferred
- Excellent communication skills required
- Ability to travel extensively
- Technically proficient, including Microsoft Word, Excel, Power Point and Outlook
- Innovative and strategic thinker, with a creative approach to business
- Excellent writing, communication/presentation, interpersonal and customer service skills
- Strong attention to detail, organizational skills, and follow-up
- Team player who excels in collaborative work and thinking
- Maintains a professional and confident demeanor, and exhibits patience when faced with reluctance
- Ability to analyze the business and identify new functional growth opportunities
- Excellent influencing skills with a strong negotiating acumen with clients
- Possesses strong leadership qualities and the ability to manage + motivate the team
- 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 with a small team and willing to take on new challenges/opportunities as they arise