



TITLE: Product Specialist
LOCATED: At Retail Partners throughout North America
REPORTING TO: Business Manager & Account Executive/Regional Sales Manager
FLSA: Non-Exempt

JOB OVERVIEW: This position is responsible for executing the Customer Experience and sales strategy on behalf of the International Cosmetics & Perfumes (ICP) brands - currently The House of Creed. The individual in this role delivers a captivating branded customer experience and enables consistent sales growth that can positively represent our prestigious brand, Creed. This position is a key role in championing sales goals and effectively representing ICP. 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

- Embraces & executes "The Customer Experience", which also includes providing excellent customer service and ensures high levels of client satisfaction.
- Executes tools to meet or exceed monthly sales goals while limiting product returns.
- Works with Account Executive/Regional Manager to execute sales strategy of the Company/Brand(s).
- Partners with In-Store Sales Teams, other Product Specialists (PS), and ICP field sales team to build brand awareness, replenishment business and drive top line sales.
- Markets and executes in-store event strategies which create excitement and interest in ICP products resulting in enhanced relationships and increased sales. This includes partnering with Retail Marketing and Store Managers to market in-store events in the local community leveraging existing client base and inviting new customers.
- Exhibits strong consistent product knowledge, fragrance expertise, productivity measures.
- Effectively executes operational functions on a timely basis including ordering collateral, providing return authorizations, submitting DBRs, Retail Action Plans, and Budget planning.
- Embodies the firm's vision to inspire our clients through beauty innovations and the narrative of luxury while championing company practices and culture.
- Plan and execute sales strategies during all holiday (such as pre-Xmas, Father's day), event (such as a Valentine's chocolate pairing), and launches (such as new fragrance, Viking).
- Other duties as directed by management in an effort to elevate brand and sales.

ESSENTIAL REQUIREMENTS

- Sales experience working in the luxury sector, including retail beauty or fragrance industry background.
- Exceptional client service/ customer experience approach and mentality.
- Strong communication skills, including clearly communicating verbally and in writing with current/future customers, and management.
- Excellent listener with strong interpersonal relationships, including with coworkers, retailers, managers, etc.
- Able to maintain shop floor standards at all times
- Good business acumen, including the ability to analyze the business and identify new functional growth opportunities.
- Comfortable working with a small team and willing to take on new challenges/opportunities as they arise.
- Able to attend regular trainings and stay current on product knowledge.
- Willing and able to work during peak sales opportunities, including the period between Thanksgiving and Christmas, events, and other times designated by Business Manager / AE or RSM.
- Able to handle physical requirements of position which includes but is not limited to standing, bending, reaching, and lifting (up to 50 lbs.)

