



TITLE: Training Manager, Creed Omnichannel, NYC Flagships, Mexico

REPORTING TO:

FLSA: Exempt

LOCATED: HQ – NYC (Nomad/Flatiron)

JOB OVERVIEW:

This position is responsible for training duties in Omnichannel, NYC Flagships, and Mexico doors on behalf of the International Cosmetics & Perfumes (ICP) brands. The position will serve as a training partner to the Sales leadership while driving the implementation of training strategies including the advancement of product knowledge, Customer Experience, and development of the sales team in their areas of responsibility. 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

- Works with Omnichannel Team and Field Managers to support training strategy for the requisite sales teams
- Functions as the primary training and development partner for all team members in branded Omnichannel, NYC Flagship stores, and Mexico
- Models and drives the Customer Experience as the foundation of our business, consistently meeting internal and external customer expectations
- Surfaces creative and innovative ways to elevate the Customer Experience and represent our brand in differentiated ways
- Facilitates centralized training for new Product Specialists and managers to provide on-brand orientation and onboarding
- Follows-up and tracks all onboarding requirements for new Product Specialists, GMs, and field managers
- Consistent in-store presence for maximum impact on relationships with store teams and clients
- Uses coaching skills to develop Team in achieving Customer Experience and sales goals
- Identifies training and development opportunities and raises them promptly to Director of Training and Education
- Acts as a company ambassador for all ICP corporate messaging including the Vision, T.R.A.C. Values, and Commitments
- Collaborates cross-functionally with Sales, Marketing, Digital and Corporate Communications, to support all programming to ensure a consistent message
- Builds effective relationships with the corporate team, field team, and retail partners in region
- Active participant on Training and Education Team to support/build/refine new and existing training programs
- 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 preferred
- 5-10 years' relevant experience (combination of retail and training experience)
- Fluent Spanish required
- Experience working in beauty and fragrance strongly preferred; luxury sector experience preferred
- Strong interest in developing leadership and performance coaching skills
- Innovative thinker and approach to business
- Excellent communication/presentation, interpersonal and customer service skills

- Demonstrates strong organizational skills and the ability to think critically
- Demonstrates patience with reluctant employees and partners
- Solid motivational/leadership skills and is a team player
- Maintains a professional and confident demeanor
- Ability to analyze the business and identify new functional growth opportunities
- Excels in collaborative work and thinking
- Able to positively influence others without direct supervisory relationship
- Skilled at successfully organizing, prioritizing, and managing multiple projects
- Strong work ethic, self-motivated and able to work effectively in a remote situation
- Ability to work in an entrepreneurial, fast-paced environment while being adaptable to change
- Required to travel extensively
- Proficient in Microsoft Word, Excel, Power Point, and Outlook

Compensation includes competitive salary, health benefits, PTO schedule and 401K plan

ICP Diversity Commitment

As an inherently multicultural company, we are dedicated to a diverse and inclusive workplace. It's at the heart of who we are.

ICP is an Equal Opportunity Employer. All applicants are considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status.