



**Job Title:** Product Specialist, Creed Boutique  
**Located:** Houston, TX  
**Reports to:** General Manager  
**FLSA:** Non-Exempt

**Job Overview:** This position is responsible for executing the Sales Strategy on behalf of The House of Creed. The Creed Product Specialist delivers a captivating, branded customer experience and enables consistent sales growth that can positively represent our prestigious brand. 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.

#### **Responsibilities:**

- To provide and maintain excellent customer service and to ensure high levels of client satisfaction
- Demonstrate integrity, honesty and knowledge to promote the vision and values of Creed
- Strong communication skills and be able to work well within a team
- Build and maintain an understanding of all Creed products
- Works with Store Manager and Director of Stores on sales strategy
- Focus on building replenishment business and driving top line sales
- Exhibits product knowledge, fragrance expertise, productivity measures.
- Executes in-store event strategies which create excitement and interest in ICP products resulting in enhanced relationships and increased sales
- Partners with Retail Marketing and Store Managers to market in-store events in the local community leveraging existing client base and inviting new customers
- Effectively executes operational functions on a timely basis including opening & closing the Boutique, Customer Follow-Up, submitting weekly DBR's, Action Plans, participating in Team Sales Meetings.
- 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:**

- Sales experience successfully working in the luxury sector
- Strong retail beauty or fragrance industry experience
- Exceptional client service/ customer experience approach and mentality
- Strong presentation skills and communication skills
- Excellent listener with business acumen skills and strong interpersonal relationships
- Possesses core understanding of the House of Creed; Enjoy selling a product you are passionate about and appreciate the importance of outstanding product knowledge
- Have the ability and desire to meet and surpass sales targets, with drive, ambition and determination
- To deliver excellent levels of customer service to clients
- Able to attend regular trainings and stay current on product knowledge
- Ability to maintain shop floor standards at all times, including taking proactive measures
- Ability to analyze the business and identify new functional growth opportunities
- Ability to work in an entrepreneurial, fast-paced environment while being adaptable to change
- Comfortable working with a small team; Willing to take on new challenges/opportunities as they arise
- Flexible work schedule to include store hours 10am-Midnight, Nights & Weekends, Holidays
- Physical ability to move about the store, kneeling, stooping, using stairs, carrying, bending, stretching, twisting, and carrying up to 25 pounds
- In addition to English, fluency in another language is preferred

**Compensation includes competitive salary, benefits, PTO schedule and 401K Plan**

*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.*