

JOB DESCRIPTION

Job Title: Retail Beauty Therapist / Advisor Reporting to: Department Manager and Counter Manager		Direct Reports and Staff: None Hours per week: 20-37.5 hours
Purpose/ Mission /Role: Retail Beauty Therapist / Advisors are the Guardians of La Prairie`s Luxury House		
<ul style="list-style-type: none"> Create the most delightful and distinctive experiences for our discerning clients Excellence, sophistication and understated elegance should guide every gesture, word and movement to complete each moment of the client`s luxury experience in the store and in the retail facial rooms. Role-model for La Prairie, they embody our core values: passion, excellence, care and entrepreneurship 		
Main Accountabilities	Main Objectives	Key Interfaces
Objective	Description	
LUXURY BRAND IDENTITY	<ul style="list-style-type: none"> Inspire our client through luxurious storytelling based on a deep knowledge of our Brand, its heritage and origins, as well as our collections and iconic products Proactively seek knowledge of La Prairie`s art collaborations by studying the training material provided and visiting the La Prairie homepage regularly 	<ul style="list-style-type: none"> Deliver an exceptional Client Experience to new and existing clients through Art of Beauty Achieve or exceed qualitative & quantitative targets Recruit new clients through Art of Beauty Collect client data through Art of Beauty Consultation Ensure Art of Service standards through impeccable execution of Art of Beauty Experiences
BONDING WITH OUR DISCERNING CLIENT	CLIENTELING <ul style="list-style-type: none"> Collect quality client data adhering to GDPR regulation Understand and implement the La Prairie CRM programmes while adhering to our luxury execution principles Build long-term relationships with clients, based on continued trust and satisfaction, that will in turn generate substantial brand loyalty and sales (attract, convert, develop & retain) Ensure that every client that enters our boutiques, whether customer or prospect, current or new, will be viewed as our most precious asset and will be treated accordingly Collect quantitative and qualitative data on both clients and aspirers (prospects) using our CRM tools 	Internal: <ul style="list-style-type: none"> BAs Counter Managers Retail Managers Training Managers Retail Coaches External: <ul style="list-style-type: none"> Store Managers Department Managers

JOB DESCRIPTION

<p>LUXURY RETAIL EXPERIENCE</p>	<p>PROFESSIONALISM</p> <ul style="list-style-type: none"> • Respect the La Prairie Beauty Advisor Collection and Grooming Guidelines • Maintain a clean and immaculate counter and facial treatment room. • Ensure that all testers are clean and functional • Ensure the product, tester display, and treatment trolley / drawers comply with La Prairie's Visual Merchandising Guidelines <p>PROFESSIONAL RELATIONS</p> <ul style="list-style-type: none"> • Build professional relationships with counter managers, department managers (where applicable) and with your colleagues and team <p>BUSINESS SKILLS</p> <ul style="list-style-type: none"> • Understand and monitor the performance of individual KPIs as well as those of the counter (both qualitative and quantitative KPIs) • Effective time-management to ensure the delivery of orders / inventories, reporting, hygiene standards, preparation of event or facial room, booking AOP / AOB or complexion appointments, client follow-up • Regular review of company KPI's, objectives and SMART goals with Counter Manager / Coach or RSM working to achieve targets set. <p>SELLING SKILLS</p> <ul style="list-style-type: none"> • Serve every client by following all the Art of Service steps • Ensure that Art of Perfection is offered to every client when on-counter, and convert an AOP to purchase • Ensure that the Art of Beauty Experience is perfectly executed to ensure that the La Prairie Vision and Mission is delivered to the highest professional standard • Convert each complimentary AOB into a retail purchase • Elevate the client experience by using the La Prairie CRM tool throughout the entire consultation • Organize and support effectively any in-store retail events, i.e. AOB event 	<p>EXPERIENCE, KNOWLEDGE & COMMUNICATION SKILLS</p> <ul style="list-style-type: none"> • Qualified Beauty Therapist NVQ Level 3 or equivalent in facial massage • Extensive experience in the cosmetic field • <u>Language skills (locally specified)</u> • Excellent verbal communication • Entrepreneurship • High energy levels and positive outlook • Emotional intelligence • Maintaining confidence, empathy and positive energy even in challenging situations • Friendly and professional presence • Self-driven, curious and ready to continuously learn and improve 	
<p>LUXURY WITH A HIGHER MEANING</p>	<ul style="list-style-type: none"> • Promote our brand and its purpose. Our <i>Swissness</i>, our exceptional quality, craftsmanship and longevity 		
<p>PEOPLE LIVING OUR VISION AND CULTURE</p>	<ul style="list-style-type: none"> • Participate in all the training modules of our Retail Academy linked to the Beauty Advisors development path as guided by your Training Manager • Participate in regular coaching sessions with Retail Coach or Education Manager 		
<p>WORKING SAFELY</p>	<p>Being aware of and adhering to:</p> <ul style="list-style-type: none"> • Health and Safety Regulations • Companies policies and procedures as outlined in the Company Handbook 		

JOB DESCRIPTION

TILL OPERATIONS	<ul style="list-style-type: none"> • To present a professional image when using the till and processing sales • To carry out all till functions competently on till as per company procedure • To collect float for the till, replenishing change and to take up the daily takings when required • To be aware of security risks when handling money and act vigilantly at all times. • 		
-----------------	--	--	--

How to Apply

In order to apply you will be required to complete an application form.

An application form can be collected in-store from our accounts department on the first floor or downloaded from our website.

Once you have completed your application, please return to the accounts department or alternatively post to:

Cristina Gherman, A. de Gruchy & Co. Ltd, P.O. Box 18, 50-52 King Street, St. Helier, JE4 8NN.

5 years' residency IS NOT required for this position

Although every care is taken to ensure the correct closing dates are advertised occasionally we will close this vacancy prior to the published expiry date if we receive a high volume of applications. It is therefore advisable that you submit your application early to avoid disappointment. In the case of this happening please continue to visit degruchys.com for details of alternative vacancies.

Due to the high volume of applications, only shortlisted candidates will be contacted.