

benefit

SAN FRANCISCO

BENEFIT TEAM MEMBER

JOB DESCRIPTION

JOB TITLE:	Counter Manager
RESPONSIBLE TO:	Department Manager and Account Manager
HOURS PER WEEK:	37.5 hours over 5 days/week

Major Goals

To maximise on all sales opportunities by providing the best customer service and shopping experience possible.

Key Areas and Standards of Performance

1. Sales Goals:

- Achieve individual sales goals as agreed with the Account Manager.
- Average productivity should be £30 and/or at least 2 units per customer.

2. Sales and Marketing Skills: The Magic Formula

You must follow the 8 steps of the Magic Formula with every customer, with particular reference to:

Traffic Stopping: when you are not serving a customer you must approach passing customers and encourage them to try **Benefit**.

Demonstration: Once you have spritzed your customer with Maybe Baby you should always start by demonstrating 4- fake and 1 Fix it on the customer's face.

Every purchasing customer must be put on the Celebrity File (or updated if an existing customer), given **one** skincare sample and booked in for a follow up appointment.

3. Stock:

- Alert Account Manager to potential out of stock situations.
- Assist Account Manager with stock checks/counts, as requested.

4. Teamwork: Everyone is expected to work together and help each other in all tasks associated with the **Benefit** business.

5. Promotions and Special Events: Any business-building idea or innovation should be discussed with the Account Manager.

6. Communication: The Account Manager must be informed immediately of any issues relating to the **Benefit** business in Store e.g. Customer issues, absence or illness etc.

7. Administration: A daily worksheet must be completed to record all personal sales. The Account Manager may request help with additional administration issues.

8. Staff Rotas: All Team Members are expected to adopt a flexible approach to provide the most effective coverage of counter during store opening hours. Coverage should reflect the key shopping hours in the Store, therefore, it is essential that all Saturdays are worked unless on annual leave or in special circumstances – which must be authorised by your Sales Development Manager and the store. Scheduling of rotas must also take into account all holidays, days off and breaks. Part-timers will be expected to work full time hours when requested to cover events, promotions, holidays and Christmas etc, unless otherwise agreed. N.B. Sundays are now considered part of the normal working week.

9. Standards: You are the face of **Benefit Cosmetics** to every customer **and** the Store, therefore, personal grooming guidelines should be adhered to and the **Benefit** uniform should be worn at all times during working hours. The **Benefit** 'uniform' is black and always with the benefit apron (worn with logo showing).

Make-up (**Benefit** make-up) should be worn at all times whilst representing **Benefit** and finished with a spritz of Maybe Baby. If you need to use the on-counter testers then we are happy for you to do so as long as it is prior to Store opening.

N.B. Remember to check your make-up after breaks to ensure it always looks fresh.

10. Hygiene and Housekeeping: It is vital that our customers find the **Benefit** environment both clean and hygienic. All team members are responsible for the following:

- The counter, tester stands and testers to be cleaned daily.
- Disposable applicators, brushes to be used to apply product.
- Before applying product, clean hands with a disposal wipe in view of the customer.
- Brushes to be cleaned daily.

HOW TO APPLY:

In order to apply you will be required to complete an application form, please note CV's will not be accepted.

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 www.degruchys.com for details of alternative vacancies.

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