

SEPHORA

Beauty Consultant – Skincare

Job description

MISSION:

Create an addictive experience for our clients, ensuring a sale in accordance with the DNA and the SEPHORA ATTITUDE and meeting the objectives set.

RESPONSIBILITIES:

Client experience:

- Welcome, listen to, understand, shape and satisfy client needs.
- Ensure the client's satisfaction, even in difficult situations, turning to the management team when necessary.
- Win the client's loyalty.
- Demonstrate Skincare knowledge (Skin type, recommend skincare routine).

Sales:

- Collaborate in achieving sales objectives.
- Apply the sales policies and techniques established at the Sephora University.

Operations:

- Apply the policies and procedures according to Sephora standards.
- Contribute to the shop's projection of an excellent image through cleanliness and product restocking.

Know how:

- Project an exceptional image and body language in accordance with the guidelines set by Sephora.
- Keep up-to-date on current trends and skincare products.
- Attend all the training sessions indicated and planned by Sephora University.
- Know and respect the policies, procedures and guidelines.
- Possess self-control and set an example.



REPORTS TO: Skincare Supervisor

Desired Skills and Experience

Skincare knowledge/experience is a must.

Previous Certification/Skincare Training is preferable.

English is compulsory on an operational level.

Sales experience desirable.

INTERNAL RELATIONS: Store team (Store Manager, Specialist, Beauty Advisors), Regional Manager, headquarters.

EXTERNAL RELATIONS: Clients, promoters, brands, security.

