



SALES & EDUCATION SUPERVISOR

LOCATION: Shanghai

PROFILE: Local

COMPANY INTRODUCTION:

Our client's international company was created around 30 years ago, it is a recognized French cosmetic brand. Balancing science and nature with a touch of luxury, our client is always on the cutting edge of the antioxidant grapes and grapevine extracts, to offer unique skincare experience, combined to the latest technologies while preserving the environment.

JOB PURPOSE:

Supporting Sales & Education Director-China in delivering Education solutions and events to serve both online and offline business in China.

1. Training Program and Content Development:

- Work closely with Key Account team and E-commerce team to identify training needs, initiate and implement education programs aligned with business objectives.
- Develop educational content and tools to support training initiatives.
- Provide engaging classroom training and field coaching to enhance employee skills and knowledge.

2. Field Coach Training and Sales (Sellout) Performance Management:

- Manage the monthly Field Coaches' schedules and provide guidance to their store visiting planning.
- Assist to manage FC sales performance and keep daily tracking.
- Collaborate closely with the Sephora education partner to train Field Coaches.
- Provide guidance, tools and coaching to Field Coaches, ensuring consistent training strategies and maximizing their performance.

3. Educational Events Management and Delivery:

- Take ownership of all aspects of channel events, including but not limited to: Offline Beauty classes and Online Livestreaming.
- Contribute to concept development, execution of training tools, and coordination with vendors.

4. Educational Assets and Progress Tracking:

- Establish and maintain comprehensive assets on education and content materials.
- Keep up-to-date progress files of all training efforts.
- Provide monthly qualitative and quantitative feedback.
- Collect market intelligence, skincare trends, and competitive landscape information.

5. Training Effectiveness Evaluation:

- Evaluate training effectiveness by closely monitoring KPIs.
- Prepare reports on training impact and effectiveness.

6. Brand Ambassador and Customer Activities:

- Support marketing and customer activities as a brand ambassador.
- Deliver the brand values and provide excellent customer service.

KNOWLEDGE, SKILLS AND EXPERIENCE

- Bachelor's degree.
- Workable English language skills.
- Minimum 3 years' experience in planning and conducting training programs in beauty (especially Skincare), retail, or luxury industries.
- Strong storytelling ability to convey brand values and increase brand love.
- Excellent presentation and communication skills, delivering engaging training sessions.
- Experience with Livestreaming.
- Detail-oriented with multitasking abilities and accountability for schedule and budget management.
- Team player with strong interpersonal and motivational skills.
- Familiar with Sephora brand operations in the Chinese market is a valuable plus.

APPLICATION:

Please send your resume and your motivation letter to: sh-recruitment@ccifc.org

Mail subject: Sales & Education Supervisor