



<b>Job Title:</b>	<b>KORA Organics Sales &amp; Engagement Coordinator</b>
<b>Reports to:</b>	<b>Regional Manager</b>

#### **Position Overview**

1. The Sales & Engagement Coordinator will contribute to the overall success of KORA Organics through excellent skincare consultation, teamwork and the delivery of outstanding customer service.
2. Promoting, enhancing and maintaining the KORA Organics image and reputation to the customer.
3. Working across multiple stores to provide service support, alongside training and education.
4. To successfully implement ideas and method of building business as agreed with the company and the brand.

#### **Key responsibilities and standards**

- Selling the KORA Organics brand and its products/services to achieve required retail individual and account sales targets for AUS, ACP and productivity set by the company.
- To act as a Brand Ambassador and ensure effective communication of brand values both internally and externally.
- Prompt, polite and efficient customer service at all times, engaging with the customer to provide the best level of consultation possible, following the KORA Organics brand sales ritual and to be able to convert customer consultations into sales.
- Welcoming every customer to KORA Organics/Space.NK in a warm, personable way by approaching and connecting with the customer in a timely manner; ask and reply, direct, cross-sell or lead into KORA Organics.
- Demonstrate excellent product knowledge, communicating this to the customer to meet their needs.
- Maintain high standards of personal grooming and hygiene, adhering to KORA Organics/Space.NK grooming guidelines
- Calling ahead to speak to designated Store Managers to confirm rotas and any requirements.
- Working efficiently, helping colleagues and teams by being flexible and taking on tasks as required.
- Working alongside store personnel and management, training the team to keep brand DNA and hero products.
- Sharing new product launches and upcoming promotion campaigns to keep them top-of-mind with store teams.
- Buddy up with representatives at complementary colour brands to cross-sell.
- Communicate information to the Regional Manager and Store Managers when required
- Adhere to KORA Organics hygiene standards by ensuring accounts, testers, displays and products are clean and well merchandised.



- Follow stock guidelines and inform Regional/Store Manager of any problems.
- Complete all administration accurately and on time.
- Carrying out counter responsibilities with purpose, energy and efficiency.

NOTE: This job description is not intended to be all-inclusive. Employees may perform other related duties as negotiated to meet the ongoing needs of the organisation.

I confirm my agreement to the above job description

Signature: .....

Name: .....

Date: .....

Profile

- Sense of health, wellness to self and others, open to an organic lifestyle
- Own sense of style, bright and fresh.
- Outgoing, warm and personable.
- Exceptional customer service skills.
- Previous skincare experience working with KPIs and sales targets.