

Job Title: Beauty Specialist

Reports to: Shop Manager

Job Summary

The Beauty Specialist drives sales of perfumes, cosmetics and related items within Heinemann Americas Shipboard stores through excellent product knowledge, trends and by providing excellent customer service to all shop guests.

Duties and Responsibilities

- Promotes a variety of skincare, makeup and fragrance products to guests.
- Performs full makeovers while encouraging guests to try and purchase products and techniques used in the demonstration.
- Provides advice to guests relating to their product range; best skincare products for their skin type, skincare regime or cosmetics.
- Meets and exceeds sales target objectives consistently through expert and proven consultative selling skills.
- Ensures that presentation of products is visually appealing and merchandised in a manner that maximizes sales.
- Informs guests of special offers, new products and promotions.
- Assist guests to find the goods and products they are looking for.
- Handles guests' complaints and queries.
- Processes payments.
- Ensures items are correctly priced and keeps the shop layout attractive and tidy, in line with the direction of the Shop manager and Heinemann guidelines.
- Conduct cycle counts, SKU checks and inventory preparation.
- Monitors stock levels and properly replenishes in a timely manner.
- Be accountable for ensuring that there is an optimal supply of products and recommend additional inventory when necessary; especially of products that have been identified as "best sellers".
- Regularly checks that products are within their sell-by date and respects the FIFO products life-cycle (for perishable selling goods).
- Assists with stock control and inventory management, including receiving and storing the delivery of large amounts of stock, with an emphasis on asset protection.
- Reports discrepancies and problems to the supervisor.
- Keeps the store tidy and clean, this includes hovering and mopping.
- Keeps up to date with special promotions and putting up displays.
- Maintains responsibility for the organization of the shop and storage areas, as it relates to shop cleanliness and organization.
- Prepares to multitask and take on additional duties as needed (including vessel safety duties).

Required Skills and Experience

- Fluent in English, oral and written. Ability to speak multiple languages preferred, but not required.
- High School graduation certificate.
- At least 2 years' experience in the Beauty Specialist position in a fast pace retail environment.
- Previous shipboard retail experience highly preferred.
- Strong customer service, communication and negotiation skills.
- Knowledge of products and inventory techniques.
- Ability to stand for extended periods of time and move boxes weighing up to 50lbs.