



SALON PROMOTIONS LTD JOB DESCRIPTION

<p>COMPANY DESCRIPTION</p>	<p>Salon Promotions Ltd is a distributor of professional hair care products to professional hair salons. We service our clients through direct sales consultant visits, telesales support from our head office and strive to provide an excellent level of customer care to all our clients.</p> <p>Salon Promotions Ltd operates in a distribution territory with strict boundaries. Each sales consultant will be allocated to a specific territory as detailed in their contract of employment.</p>
<p>JOB TITLE</p>	<p>EDUCATOR</p>
<p>JOB DESCRIPTION</p>	<ul style="list-style-type: none"> • General overall objective is to support the sales team in providing education in salons following receipt of an education request form from the office which will be emailed to you. Hard copies will be posted out weekly. The office will send outstanding request report each Thursday for you to respond and update. • The office require your diary at least 2 weeks prior to the following month – in advance if you are on annual leave over this period. All start times and finish times are to be completed and the new section to confirm who the booking was arranged with in the salon. • The office will email the salons 2 weeks ahead of planned visits and will call the appointment the week prior to the visit. Please call to confirm the appointment yourself too and inform the office immediately if there are any cancellations or changes to the booking – time etc. Please email Chloe and Sarah at the office to confirm any changes immediately. • Each Thursday the whole company will be sent an email with the education booking report for the following week. • A feedback form is to be left after each training session and a pre-paid envelope. You are to ask them to complete it and return it ASAP • The office will make ad hoc follow up calls to support the feedback and continual monitoring of the education we are offering. • If your samples need replenishing please ensure you email Chloe 1 week before the sales meeting so that these can be collected at the sales meeting to avoid carriage. • It is your responsibility to liaise with the sales consultant who has requested the education to ensure they have full feedback following the training and that you speak to them prior to ensure you have a clear understanding of what is required from the training session to ensure you deliver the correct message. • Responsibility to develop client knowledge and understanding of our product ranges so they are confident in using our products to their full potential. • You will be responsible for calling the salons to arrange the education following receipt of the request within a couple of days to ensure quick action to fulfil the request. • You are expected to work under the direction of The Managing Director and Education Director to provide the education content relevant to the products we are promoting. • You will be expected to complete company paperwork, daily record sheets, and provide data for report compilation. • You will be given adequate training on the products and brands you are to educating on. • You are expected to manage future bookings with the salons you are educating according to the company procedure and policy on education. Key accounts for Silky will receive additional visits as per the company procedure. Certain product ranges we educate on require up to 4 sessions a year so it is your

	<ul style="list-style-type: none"> responsibility to ensure these are booked and the procedures are followed with regard to booking regular appointments, ensuring that the company's deals are promoted in the professional and organised manner presented to you at the monthly sales meeting and through the direction of your line managers. You are expected to ensure that your clients are fully aware of the terms and conditions of the company with regard to order procedure, delivery procedure and ensuring that they adhere to the company payment terms. The company commission structure may change at any time without prior notice to you You are expected to ensure that you adhere to instructions from your education manager and company managing director on ensuring that all education courses are carried out uniformly throughout the organisation. All company samples issued are to be retained by you for presentation purposes and returned as instructed to head office when requested. Company property, i.e. telephone, computer, journey plan, promotional material etc. is to be respected and returned whenever requested. Company property is not to be used for personal use – i.e. mobile phone and computer. Actively sell education places/courses/seminars as directed and targeted by your line manager.
SPECIFIC TERRITORY	To be detailed on the contract of employment.
SKILLS REQUIRED	<p>General Skills expected by sales consultants:-</p> <ul style="list-style-type: none"> Professionalism Smart dress Organised, tidy, reliable, honest and trustworthy Presentation skills Ability to complete paperwork in the manner expected and on the date requested by company personnel Confidentiality and responsibility for company data and property Ability and willingness to learn new skills and develop with the company Computer literacy
CONTACT DETAILS	<p>Education Manager: Kathryn Everett Direct Line Manager and Managing Director : Neil Capstick Company Director and HR: Sarah Capstick Finance Director : Nicholas Barnes Sales Director: Samuel Griffiths</p>
JOB DATE:	Date of filing this job description 05.01.2017
COMPANY ADDRESS:	<p>Salon Promotions Ltd, Prospect House, West Craven Business Park, West Craven Drive, Earby, Lancashire BB18 6JZ Telephone No: +44 (0)1282 444900 www.salonpromotions.co.uk info@salonpromotions.co.uk</p>