

## JOB DESCRIPTION

<b>Job Title</b>	KGA Account Manager
<b>Reports To</b>	Business Manager or Area/Consultant Sales Manager

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### Job Purpose Summary

To grow the business in line with Company forecasting.

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### Scope

As Account Manager the Business Manager or Area/Consultant Sales Manager will set your tasks. Based within a Department Store, this is a team management role and requires a close working relationship with the Department Store's Management team to achieve business growth required by KGA and the store.

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### Key Responsibilities and Accountabilities

#### MANAGEMENT SKILLS

1. To develop a highly motivated and productive team.
2. To manage and communicate regularly with team members.
3. To delegate tasks in accordance with individual skills.
4. To motivate by praise and positive leadership style.
5. To sell through animation activity throughout the year.
6. To build a rapport and liase with Department Managers and Store Managers.
7. To identify and address stock issues. Both overstock and under-stock issues in store, or where stock levels need to be addressed. Flag any issues to line manager.
8. To manage testers and samples in store effectively.

#### CUSTOMER SERVICE

1. Deliver a high standard of customer service at all times.
2. Ensure team level of customer services is of the highest standard.
3. Greet customers with a smile and adopt a polite and helpful attitude.
4. Endeavour to exceed customer expectations, whatever their needs.

#### PRODUCT KNOWLEDGE

1. To demonstrate a thorough knowledge of all the products.
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2. Communicate your knowledge in a clear manner, highlighting the key benefits and correct usage.
  3. Use key selling statements to create the desire for the customer to purchase.

### **SELLING SKILLS**

1. Achieve the Company individual productivity targets and ensure that team members achieve their individual targets.
2. Use positive opening statements to initiate a conversation with a customer.
3. Use open-ended questions and listening to identify his/her needs.
4. Demonstrate all appropriate products and encourage customer feedback.
5. To link sell products to customers.

### **CUSTOMER RECRUITMENT**

1. Develop an active customer filing system to promote customer loyalty.
2. Introduce the Customer File Card to every potentially loyal customer.
3. Maximising the sales potential of every customer on your files; monitoring and updating the cards regularly.
4. Demonstrate knowledge of accurate card completion and filing system.

### **IMAGE**

1. To portray Company guidelines at all times.
2. Company uniform is to be worn at all times and personal grooming should adhere to Company standards. Ensure all team members reflect Company grooming guidelines.
3. Counter merchandising to reflect current marketing and Company guidelines.
4. Counter, merchandise and testers to be kept clean and tidy at all times.

### **TRAINING & DEVELOPMENT**

1. Ensure the team and yourself reply to training invites in a timely manner.
2. Attend all training and sales meetings as requested by Area/Consultant Sales Manager. To be responsible for training follow-up in store, ensuring any guidelines are actioned and adhered to by all team members.
3. Monitor performance of team members.

### **TARGETS**

1. Ensure all team members receive a daily individual productivity target by brand, including all temporary/agency staff.

### **STOCK BOOK**

1. The stock book, if used, should be accurate, up to date and completed at all times.

### **SALES REPORTS**

1. All weekly and monthly sales sheets should be completed and submitted on time.
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## ADMINISTRATION

1. All counter and personal administration to be completed accurately and submitted as requested on a timely basis.
  2. All correspondence from Head Office to be read and actioned as appropriate and on a timely basis.
  3. To ensure that a monthly rota is prepared and in place.
  4. To notify Area/Consultant Sales Manager of additional staffing requirements, ie., cover and promotions.
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## PERSON SPECIFICATION

Job Title

KGA Account Manager

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### Key Competencies

- Self-driven, results-oriented with a positive outlook.
  - Effective at planning and organising self and others.
  - Able to set objectives for promotions for self and others, and analyse results.
  - Reliable, honest, tolerant and determined.
  - Mature, credible and comfortable in dealing with KGA and Store managers.
  - Excellent communicator, able to ensure understanding and motivate others.
  - Well presented and smart.
  - Keen for new experience, responsibility and accountability.
  - Able to get on with others and be a team player.
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### Knowledge and Skills

- Fragrance and cosmetic market awareness.
  - Able to understand basic business finance.
  - Retail or sales experience.
  - Some people management skills, experience or natural ability.
  - Competent at paper based administrative tasks.
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### Personal Situation

- Able to work the hours required to meet the demands of the job.
  - Domestic arrangements flexible to support early and late working as required by the role.
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