

i-source

fulfilling beauty

Position title: Customer Care Specialist/Beauty Advisor

Location: Aurora, Ontario

Status: Full time, Monday–Friday (no weekends)
flex hours between 9:00 a.m. – 6:30 p.m.

Reports to: President

About the company

i-Source Inc. o/a Spot On Beauty (www.spotonbeauty.ca) was established in 2015 to give the beauty product distribution landscape a face-lift. Our mission is to provide a differentiated level of customer service (world-class brands, rapid-response fulfillment, and outstanding product knowledge) to beauty salons, destination spas, mobile professionals, medical spas, beauty schools and other distributors across Canada and the USA. We are a major distributor in Canada for a range of leading beauty brands and product lines, including Revlon/CND, essie, Footlogix, OPI, Pfb Vanish, Repechage, Revive7 and ST TROPEZ. We are recognized for our abilities to respond to fulfillment challenges for clients by tailoring our processes and developing customized supply chain solutions. We're active in our community with respect to charitable initiatives and we are champions for the beauty sector through our founding membership in Beauty United, a national industry association. Our core ethos is to be different - as a strategic partner to our clients; as a key player within the supply chain; as a contributor to the betterment of our community; as an environmentally responsible citizen; and as a fabulous place to work.

About the position

Our team of Customer Service/Beauty Brands Advisors are the forefront of our business. You will work directly with customers to achieve sales targets and efficient distribution of our products. Please note, we are strictly a warehouse facility and do not have a showroom. You will be the face and voice of the company when interacting with current and prospective customers online, on-site, by phone, and potentially in-person. Crucially, you will share the founder's passion for providing clients with exceptional experiences.

What we offer

- We won't let you sink or swim—we will provide thorough training
- A chance to further develop your e-commerce skills
- You will become an expert on our products and services
- Instant access to new trends in the beauty industry
- The chance to research new products and offer ideas for adoption

- Handcrafted coffee beverages and a freezer stocked with ice cream
- A gorgeous, climate-controlled office and warehouse environment
- Employee discount on company products
- Flex hours between 9:00 a.m. – 6:30 p.m.
- Starting wage: \$18 - \$19/hour depending on experience
- Following successful completion of the 3-month probationary period:
 - Health Spending Account (up to \$1800 per annum);
 - participation in our variable bonus compensation plan
 - Hourly wage review

Main Responsibilities

- Educate clients on products that may suit their needs
- Identify and follow up on opportunities to up-sell/cross-sell products
- Answer calls and emails and respond to customer inquiries promptly
- Meet with customers (typically virtually) but on occasion in-person
- Confirm, pick, audit, pack, payment process, ship client orders
- Receive inventory, codify products, stock shelves, and perform cycle counts
- Occasional pick-ups and deliveries to support client requirements
- Ongoing product and protocol education by interacting with brand partners and participating in industry forums and trade events
- Maintain confidentiality and integrity of customer information
- Assist with social media content
- Adhere to company policies, procedures, and values

Qualifications and Requirements

- Certificate/diploma from an **accredited Beauty School**
- At least 2 years work experience as a nail tech., make-up artist, esthetician, spray tan technician or beauty educator
- A track record of success in customer service
- Familiarity with using social media as marketing tool
- Experience with administrative practices and procedures
- High level of comfort with MS Office and video conferencing
- Thoroughness and strong attention to detail
- Excellent time management skills
- Pleasant telephone manner and effective communication skills
- Bilingualism (French/English) an asset
- Valid Ontario 'G' or 'G2' driver's license

How to apply: if you are a beauty professional and wish to be part of a growing company with a solid reputation, please send your resume and cover letter to:

i-source Inc. dba Spot On Beauty
75 Mary Street, Unit 1
Aurora, ON L4G 1G3
Attention: Paul Langston
paul@langston.ca