

Sales Ambassadors at Lush are experts in product and brand knowledge, as well as providing exceptional customer consultations and product demonstrations. Sales Ambassadors cultivate strong team relationships and contribute to overall shop excellence in both sales and operations. On the shop floor, they consistently surpass daily sales goals while creating a fun and inclusive team environment that keeps customers coming back for more.

We encourage you to put yourself in the customer's shoes and think about what would make their day. Whether it's providing personalized product recommendations or sharing your knowledge and expertise, you have the power to create a unique and memorable experience for every shopper.

For our Sales Ambassadors, it's not just about selling soap – it's about making a positive impact on the world, one bar at a time!

Responsibilities:

Sales & Customer Experience:

- **Driving Sales:** Utilize StoreForce dashboard results and seek feedback to exceed sales goals. Take ownership of your results and actively work to grow your contribution to the store's overall sales.
- **Customer Experience:** Consistently deliver a world-class customer experience to every customer who walks through our doors. Connect with customers and identify their needs by listening attentively and asking open-ended questions. Show off our amazing products by demonstrating their unique benefits and features. Seek opportunities to make customers' day and leave the world Lusher than we found it.
- **Building the Brand:** Educate customers on our brand values including our stance on Fighting Animal Testing, Freshest Cosmetics, Ethical Buying, 100% Vegetarian, Handmade, and Naked Packaging. Expertly articulate these values in the shop and through community engagement by hosting store parties and other initiatives that help bring in more traffic. Spread the word about what makes Lush unique, and inspire others to join us in making a positive impact on the world!
- **Product Passion:** Continually expand your product knowledge with ongoing learning and diving deep into all things Lush. Stay up-to-date on our products, ingredients, and unique benefits to confidently and consistently make informed product recommendations for every customer's needs.

Team Involvement:

- **Development:** Utilize Lush resources to develop effective sales techniques and product knowledge to improve your performance, support the growth of your team, and increase sales. Take ownership of your development, assess your performance, and actively seek feedback, resources, and opportunities to improve and elevate your skills, knowledge, and abilities.
- **Diversity, Equity, Inclusion, and Belonging:** Encourage open communication and actively listen to team members' perspectives related to diversity, equity, inclusion, and belonging (DEIB). Foster a sense of belonging by promoting teamwork, encouraging collaboration, and recognizing and valuing each employee's unique contributions.

Operational Excellence:

- **Time and Attendance:** Be punctual, reliable, and present at work. Actively participate in teamwork, prioritize your wellbeing by taking breaks when necessary, and keep up-to-date with company news and updates.
- **Visuals and Merchandising:** Maintain a clean, organized, and visually appealing store to enhance the customer's shopping experience and drive sales.
- **Stock and Inventory:** Utilize Visual Merchandising guidelines to make real-time adjustments to product displays based on sales to improve the customer experience.
- **Policies and Procedures:** Ensure you are practicing company standards for opening and closing, product integrity, respectful workplace, and health and safety.

Qualifications:

Required:

- Excellent customer service skills
- Flexibility to adapt to changing situations and priorities in a fast-paced environment
- Knowledge and passion for skincare, natural beauty, and ethical business
- Flexible schedule to accommodate store needs, including evenings, weekends, and holidays

Preferred:

- Experience with consultation-based customer service models
- Strong problem-solving skills to address issues that arise in day-to-day operations
- Experience working in a team environment
- Experience working in skincare or cosmetics
- Experience in cross cultural collaboration and DEIB or social justice training
- Fluency in Spanish, French, or other languages