

Position: Executive Director, Global Education

Division: La Mer

Department: Global Education

Location: New York

Recruiter: eljobseach@estee.com

Description

The Executive Director, Global Education is responsible for training and development activities for retail employees globally. The Executive Director directs the creation and delivery of experiences that prepare employees to provide the La Mer experience to Customers worldwide. This includes product knowledge, demonstration and facial techniques, communications techniques, team dynamics and management/leadership techniques. The Executive Director is also responsible for ensuring consistency between the Education department and other departments, including Online, CRM and Public Relations, as well as with the Global La Mer Travel Retail segment.

- Initiate, develop and oversee new training programs, and revise existing training programs to be in alignment with La Mer company objectives, long-term growth strategy, marketing calendars and new product launches.
- The process involves:
- Establish and further develop the Global Sales and Education programs including The La Mer Basic Training, The Art of Luxury Selling, and The La Mer Luxury Spa.
- Researching training methods and platform of learning on an ongoing basis
- Collecting ideas and information through brainstorming sessions, meetings with regional Education team, Global Brand Managers and Senior Executives.
- Managing the process of soliciting and obtaining feedback on the training programs and incorporating suggestions as appropriate.
- Developing standards and procedures that will set the expectations for field education.
- Creating "color workshops" globally to establish standards on Skincolor worldwide.
- Establishing and further developing The Global La Mer Spa/Cabine program worldwide:
- Establishing and implementing standards for Spa/Cabines to ensure global consistency.
- Creating protocols, PowerPoint presentations and handouts for Spa/Cabine.
- Researching and purchasing spa tools to ensure global quality and consistency of La Mer Cabine.
- Manage the education team and develop guide the Vision and Mission objective in head office and across the regions:
- Hire, direct and supervise the Regional Education Managers and Regional facialists for US, Asia and EMEA.
- Design and Produce Global and Regional Education Meetings yearly and develop their budgets to ensure worldwide consistency in education of La Mer Ambassadors and Spa/Cabine:
- Develop agenda to meet the needs of the attendees as well as various departments and groups, as needed.
- Identify future needs and develop strategies to successfully have resources in place to meet those needs:
- Help develop organizational structures and define roles to meet the future needs of the organization.
- Develop new techniques and experiences to enhance the La Mer experience for Customers.
- Create new approaches for keeping the LM Experts engaged and committed to the Brand.
- Budget Design and Management.
- Research and Development:
- Stimulate product and concept ideas for discussion at planning meetings as required.
- Explore, evaluate and direct acquisition of new products, hardware and software for the Education Division.

Qualifications

- Position requires 10+ years previous experience in related field.
- A minimum of a university level education.
- Proven exceptional ability in organizational skills, customer service, communication and business/management training.
- Must be versatile.
- Skincare and Spa Service experience is highly recommended.
- Training and communicating with new and existing employees and customers.
- Strong negotiation skills and relationship building skills with internal and external partners.
- Excellent written and oral communications, excellent presentation skills, ability to personally organize and set priorities and to drive other people.
- Proven ability to provide guidance, instruction, subject knowledge and training.
- Demonstrated ability to develop creative, challenging, informative and effective methods to deliver business management, sales and training information.
- Work is performed in an office environment with some travel required.

Please email all resumes to eljobsearch@estee.com Please place job title in subject line.

PLEASE CONTACT AICH/WIA PROGRAM (212-598-0100, ext 221) FOR JOB-SEARCH ASSISTANCE!

(Customers must be Native American and meet WIA program eligibility requirements in order to receive transportation assistance, clothing allowance, cash incentives once employed, child care assistance, etc., etc..)

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