

Job Title: PT Team Lead (CAN) - Cookstown Outlets

The Body Shop

When Anita Roddick founded The Body Shop in 1976, she had a vision. Business as a force for good – that’s us. Over 40 years later, we’re proud to be pioneering cruelty-free beauty every step of the way. We’re the original ethical beauty brand. We’ve got a thing for empowering people and enriching our planet. We’re all about keeping it real, in every way possible. Our activist roots remain a huge part of everything we do, from our iconic window posters to our vegetarian products to our infamous campaigns. We’re never afraid to stand up and speak the truth. We like to do things a little differently around here.

The Body Shop, along with Aesop and Natura, is part of Natura & Co, a global, multi-channel and multi-brand cosmetics group that is committed to generating positive economic, social and environmental impact. Group owner Natura is Brazil's number one cosmetics manufacturer. Sustainable development has been the company's guiding principle since it was founded in 1969. In fact, this is an incredibly exciting time for The Body Shop. We’re fighting for what we believe in now more than ever. No holding back. Breaking the mould has always come naturally to us, and we need someone who’s not afraid to mix things up.

Your role in a nutshell

To support the store management team in driving sales and profit within the store through the supervision and coaching of customer consultants together with and in the absence of store management, demonstrating that as an individual and as a team member, you consistently deliver an exceptional customer experience whilst ensuring adherence to company procedures & policies in relation to protection of the brand and company assets and uphold the values and vision of The Body Shop

More about the role

Customer Experience - As a Team Leader you will demonstrate the ability to work independently with minimal direction. You will consistently act with a sense of urgency and effectively handle customer concerns and share the feedback with store management as appropriate. You will creatively support maintenance of store lay-out, inventory management and other store operations as per guidelines. You will coach Customer Consultants to achieve exceptional customer service standards in partnership with the store management. You will be a passionate ambassador of The Body Shop Campaigns.

Delivery - As a Team Leader you understand the causes of sales trends, you use storytelling about our products to enhance customer experience. In the ever changing world of retail, we need people who are able to monitor and manage change. Our Team Leaders should be able to operate multiple systems. Must be able to meet sales/performance targets and also assist store management in recruiting the right team. You will perform opening and closing procedures for the store as per The Body Shop's operational standards including the completion of all audit documentation. We're looking for individuals with strong relationship skills who are confident with coordinating between customers, the team and the manager.

Teamwork and People Management - Our people are at the heart of everything we do. Our Team Leaders should be team players, be supportive of change and new ideas. Be able to assist the store management with training new staff. We're are looking for flexible and responsible role models who are capable of attracting and retaining people who reflect the brand.

What we look for

- Experience working in customer service, have genuine passion for beauty and the retail industry
- Ability to communicate and listen effectively and demonstrate operational skills
- Strong interpersonal skills to build rapport with customers, and provide appropriate solutions to customer needs
- A positive mindset with the willingness to develop.
- Ability to multitask, manage time and work flexible hours

Talent Drivers

Collaborative Skills

Purpose

Personal Conduct

Leadership

Commerciality

The Body Shop Canada Limited is an equal opportunity employer. Should you require accommodation during the interview process, please advise the recruiter when contacted