

Fromm International
Job Title: Sales Planner – Beauty Education

June 2023

Person:

Basic Function: Support growth of the Beauty Education channel.

Accountabilities

1. **Account planning and relationship management:** Creates new customer kit proposals, existing customer kit reviews, meeting planning, project planning, and selling material development. Manages, coordinates, and communicates beauty kit programs for new and existing school accounts.
2. **Liaison to Existing and New School Accounts:** Maintains strong relationships with school customers.
3. **Liaison to Customer Service, BE Team, QC Manager, Marketing, AR and IT:** Cooperates in development of order process and communication materials. Supports development of brands in schools.

Reporting Relationships

1. Up: Senior Sales Planner – Beauty Education
2. Down: N/A
3. Sideways: Operations Planning Manager, Customer Service Associates, Assembly Coordinator, Supply Chain Manger, Supply Chain Associate, Warehouse personnel, QC Manager, Director of Operational Finance and Project Management, Brand Managers, Assistant Brand Managers, Graphic Designer, A/R Manager, A/R Associates, A/P Manager, A/P Associate, and Sr. EDI Programmer/Analyst

Principal Duties

1. **Account planning and management:**
 - a. Develops and executes special customer projects
 - b. Reviews and executes annual price changes
 - c. Executes kit changes driven by Fromm or customer requirements
 - d. Prepares and plans for annual customer meetings by creating kit change ideas, updating presentations via PowerPoint or Canva, arranging samples and presentation materials

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- e. Maintains all kit materials including Master Kit Lists, Checklists, Price Lists, and school logos
- f. Creates kit proposals for prospective customers
- g. Coordinates materials and booth planograms for school shows and conferences

2. **Liaison to Existing and New School Accounts**

- a. Serves as the main point of contact and administers high level of customer service to school contacts
- b. Cultivates and maintains relationships with school contacts
- c. Coordinates onboarding new customers and website training
- d. Communicates effectively kit item substitutions for inventory outages or discontinuations
- e. Creates and maintains school kit support sites as well as trains school personnel
- f. Meets with prospective schools to share information about Fromm's kit program and kits as well as learn about the school and their kit needs
- g. Executes local school visits to gain insight on kit products from students and educators
- h. Investigates order and invoicing issues and provides resolutions both internally and externally

3. **Liaison to Customer Service, BE Team, QC Manager, Marketing, AR and IT:**

- a. Serves as the point of contact for Customer Service regarding school accounts
- b. Coordinates with Supply Chain Associate and Assembly Coordinator on inventory planning, production schedules, work orders and order allocations
- c. Responsible for providing substitutes or finding alternative sources when there are kit item outages
- d. Communicates and presents new program details via internal kick off meetings
- e. Initiates, routes, and implements kit changes
- f. Communicates forecasting data for inventory planning
- g. Acts as the sales voice in bi-weekly production meeting
- h. Collaborates with Quality Manager on product investigations and corrective actions
- i. Collaborates with Marketing on new product initiatives and testing
- j. Responsible for communicating website or system issues to IT for resolution
- k. Assists A/R team with payment follow ups. Submits new customer forms for new customer set up

Hours

- 1. Office hours: 8 to 5 pm

Authorities (TBD)

- 1. Leaf (Make decision, act, do not report):
 - a.
- 2. Branch (Make decision, act and then report):

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- a.
- 3. Trunk (make decision, report before acting):
 - a.
- 4. Root (discuss with others, make decision jointly or then act):
 - a. Situation develops that will delay production.

Standards and measures of performance:

- 1. TBD

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

- 1. Analytical – Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures
- 2. Problem Solving – Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Designs alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics
- 3. Customer Service – Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for services and assistance; Meets commitments
- 4. Interpersonal Skills – Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things
- 5. Planning/Organizing – Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education

Bachelor's Degree or equivalent; or two to five years of related experience and/or training; or equivalent combination of education and experience.

Language Skills

Ability to communicate effectively in English, in both written and verbal formats. Ability to present information to customers and management.

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Computer Skills

To perform this job successfully, an individual should have intermediate or advanced skills in Microsoft Excel (Formulas & V-Lookups), and knowledge of Microsoft Office software products; Internet software; Canva, PowerPoint

Certificates

No specific certifications are required for this role

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and use hands to type or feel. The employee is regularly required to talk and hear. The employee is occasionally required to stand; walk, climb or balance.

The employee is occasionally required to lift and/or move up to 10 pounds.

Specific vision abilities required by this job include close vision.

Logistics

1. Office hours: 8:00 AM to 5:00 PM
2. Position is eligible for Flex Hours
3. Position is Work From Home at this time
4. Position is expected to visit local schools 4 times per year

I have read my job description and understand its content. I realize that additional responsibilities may be assigned to me as needed.

Date