



## Senior Natural Beauty Advisor

### One Fine Secret

Love natural beauty? Do you have next level customer service skills?

Join our friendly and caring team at One Fine Secret, Melbourne's leading clean beauty destination. You'll be located at our iconic flagship store on Chapel Street, South Yarra.

- Be part of the clean beauty revolution with a rewarding career in natural beauty retail
- Competitive remuneration, staff discount, on-going product allowance and bonus incentives
- Extensive training and development opportunities

### About the role

As a Senior Natural Beauty Advisor, you'll be a vibrant and enthusiastic clean beauty expert who's passionate about creating wonderful experiences for every guest. At One Fine Secret, our love for natural and organic cosmetics lies at the heart of everything we do.

This role is ideal if you thrive in a dynamic environment, have a flair for customer service excellence and are keen to learn and develop.

Full-Time or Part-Time position available.

Flexibility needed with weekends and may have extended hours during peak periods or key promotional times e.g. major events, extended trade.

### Key Responsibilities

This role supports both our e-commerce and in-store retail operations. Your role will primarily include:

- Providing excellent personalised beauty advice and expert product recommendations both online and in-store, drawing on detailed product knowledge of our dozens of natural beauty brands. This includes beauty consultation bookings in person or online.
- Leading by example to achieve outstanding customer satisfaction, through providing exemplary beauty advice and customer service, demonstrating high standards of product knowledge and communication skills
- Attending to customer enquiries via email, phone and social media including queries about online orders, skincare and makeup consultations and product tips and recommendations
- Providing senior guidance including product knowledge advice and partnering with store managers to assist with on-boarding and training other natural beauty advisors



- Makeup application, e.g. to assist customers trying out makeup products as well as for makeup service bookings
- Organising stock inventory and replenishing shelves
- Maintaining impeccable store presentation
- Making samples for customers
- Assistance with preparation and running of in-store events including workshops
- Packing online orders (if needed occasionally)
- Any other reasonable duties required

**As the ideal candidate, you will have:**

- Passion for natural cosmetics and developing product knowledge
- Makeup artistry experience as well as experience using clean beauty personally
- A love for keeping up with the latest trends and trying new things
- Experience or qualifications in the following will be highly regarded:
  - Beauty therapy/cosmetics;
  - Makeup artistry;
  - Naturopathy or wellness; or
  - Natural beauty retail
- Sales experience, enthusiasm and a flair for building warm rapport and authentic relationships
- Exceptional care and attention to detail
- A learning and growth mindset, desire to strive for excellence
- A pro-active, mature & professional approach to your role
- Exceptional grooming
- Proficiency using computer programs including Word and Excel (essential)
- Touch typing speed of minimum 60 words per minute and above 95% accuracy as a significant amount of your day is computer-based



If you are ready for your next challenge and excited to be an inspirational One Fine Secret brand ambassador, then please forward the following application documents to [recruitment@onefines.com](mailto:recruitment@onefines.com):

- **Cover letter** including details on your touch typing ability and speed, and proficiency with Word and Excel programs; and
- **Resume**

Please note that applications missing a cover letter may not be considered. Thanks so much for your interest in this role.

Kayla & John  
Founders - One Fine Secret

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**W** [www.onefinesecret.com.au](http://www.onefinesecret.com.au)