

ADMINISTRATOR, SELLER SERVICES

London

The Administrator will lead sales administration and business governance, supporting consignment gathering for sales from inception to completion, in accordance with company policies and best practices, while delivering high-quality client service.

This dynamic role is ideal for a candidate who thrives in a fast-paced environment, enjoys multi-tasking and organisational tasks whilst coordinating all key processes leading up to the sales. The successful candidate will support sales across all departments and will report to the Manager, Seller Services.

Phillips values a workforce with a wide variety of experiences, backgrounds and skills, and we encourage you to apply even if you do not meet all of the qualifications

Duties and Responsibilities

- Liaise with consignors and manage all aspects of consignment documentation throughout the sale cycle
- Communicate with clients, shipping coordinators and overseas and regional offices to facilitate inbound shipments, obtain export licenses and arrange customs clearance in accordance with sale deadlines
- Ensure all required legal and compliance documentation is obtained and on file, including photo ID, proof of address, payment instructions and W8/9 forms
- Collaborate with wider business to address consignor enquiries, resolve consignor issues and execute consignor transactions to ensure the highest level of client satisfaction
- Manage consignment agreements and terms of sale, including generating standard seller's agreements, requesting special legal contracts, tracking receipt of all contracts, IC disclosures and IC recipient contracts
- Work closely with the Legal department, Seller Services Manager and the Business Manager on sale agreements with complex, highly managed terms
- Collaborate with Business Manager & Commercial Office with regards to extended payment terms, guarantees and irrevocable bids, ensuring all due diligence requirements are met
- Work with Specialists, Compliance and Shipping to track all outstanding compliance issues and ensure they are resolved according to catalogue and sale deadlines
- Set estimates and reserves in systems
- Coordinate post-auction transactions, including post-auction sales, sold-below reserves, account adjustments and cancelled sales
- Obtain and action recommendations for unsold property and facilitate return to consignor shipment and/or collection
- Follow pending payments with the Post-Sale Buyer Services team
- Liaise with clients to manage consignor expectations as it relates to late payments

Professional Skills and Experience

- Degree in administration, operations, management or related field preferred
- At least 1+ years' experience in administration and/or client service
- Exceptional client service skills, including strong verbal and written communication skills
- Competencies in legal, finance and/or project management

- Operationally minded
 - Ability to multitask, prioritise and manage challenging deadlines
 - Creative problem solver with the ability to act quickly and effectively under pressure
 - Highly organised and detail-oriented
 - Self-motivated, enthusiastic, and able to work both independently and as part of a team
 - Strong knowledge of Microsoft Office – prior experience with NetSuite or other Phillips' systems is desirable
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Education and Training

- Bachelor's degree, or equivalent work experience, trainings or certifications, required.
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Working Conditions

- Work is undertaken within an office environment in our Berkeley Square location.
 - Additional working hours, including some evenings and weekends as needed.
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