

ADMINISTRATOR, SELLER SERVICES

Hong Kong

The Administrator will lead sale 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 organizational tasks whilst coordinating all key processes leading up to the sales. The successful candidate will support sales across all departments..

Phillips values a workforce with a wide variety of experiences, backgrounds and skills, so 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 are obtained and on file including photo ID, proof of address, payment instruction 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 Legal department, Seller Services Manager and Senior Business Manager on sale agreements with complex, highly managed terms
- Collaborate with Senior 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 Post-Sale Buyer Services team
- Liaise with clients to manage consignor expectations as it relates to late payments

Professional Skills and Experience

- 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

- Good command of spoken and written English and Chinese (Cantonese and Mandarin)
 - Strong knowledge of Microsoft Office – prior experience with NetSuite or other Phillips' systems is desirable
 - Fluent in English, Cantonese and Mandarin
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Education and Training

- Bachelor's degree, or equivalent work experience, trainings or certifications, required.
 - Degree in administration, operations, management or related field preferred
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Personal Attributes

- Ability to multi-task, prioritize and manage challenging deadlines
 - Creative problem solver with ability to act quickly and effectively under pressure
 - Highly organized and detail oriented
 - Self-motivated, enthusiastic, and able to work both independently and as part of a team
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Working Conditions

- Work is undertaken within an office environment in our West Kowloon location.
 - Additional working hours including some evenings and weekends as needed.
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Additional Info

Interested parties please apply and send your Full resume with expected salary to us by clicking "Apply Now".

To apply, please email a resume and cover letter to careersasia@phillips.com.