

CLIENT STRATEGY ANALYST

New York

The Client Strategy Analyst supports the development and execution of client engagement strategies across departments. This role plays a key part in ensuring client data accuracy, efficient staffing allocation, and the continuous improvement of outreach and qualification processes. The Analyst will work cross-functionally with Client Strategy, Specialists, and regional leadership to ensure that client-facing teams are equipped with actionable insights and aligned on pre-sale priorities. This position is ideal for a detail-oriented, data-driven individual with strong organizational skills and a proactive approach to problem-solving.

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

The Client Strategy Analyst will be responsible for the following activities, with a focus on Modern & Contemporary Art, Photographs, Design and Modern & Contemporary Editions.

- **CLIENT PROCESSING:** Maintain accurate client records and contact histories within the CRM. Support the allocation of clients across sale teams based on geography, relationship history and potential value.
- **CLIENT RESEARCH:** Conduct background research on existing and prospective clients to support targeted outreach efforts. Compile client profiles. Support segmentation initiatives and client categorization for campaign and event targeting.
- **PRE-SALE OUTREACH COORDINATION:** Assist in coordinating pre-sale outreach campaigns, including compiling target lists and tracking progress. Support the execution of outreach by monitoring client engagement metrics. Collaborate with business getters to ensure timely follow up and feedback loops on client engagement.
- **CLIENT QUALIFICATION PILOT:** Support the rollout of a new client qualification workflow by documenting processes and gathering stakeholder feedback. Track pilot metrics and help identify areas for refinement and optimization.
- **OTHER:** Perform other duties as assigned by manager.

Professional Skills and Experience

- 1-2 years of experience in a similar role
- Strong business sense and an excellent understanding of the art market.
- Exceptional data mining, qualitative and analytical skills with ability to synthesize data and think conceptually.
- Advanced Excel skills to organize data and create reports.

Education and Training

- Bachelor's Degree or equivalent experience, preferred

Personal Attributes

- Meticulous attention to detail.
 - Strong decision management skills with the ability to take the lead and problem solve.
 - Excellent negotiation and influencing skills.
 - Excellent interpersonal skills including confidence, tact and diplomacy.
 - Strong ethic, extreme discretion with confidential and sensitive information and respecting clients' confidentiality.
 - Ability to successfully collaborate with all other areas within the business.
 - Excellent verbal and written presentation skills; ability to explain complex information clearly and simply; ability to listen and communicate in a professional manner with a wide variety of internal and external clients.
 - Proactive and self-motivated with excellent organizational skills and the ability to work on own initiative
 - Excellent time management skills, ability to multitask, meet targets and handle high pressure environment
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Working Conditions

- Work is undertaken primarily within an office environment at our 432 Park Ave New York location.
 - Ability to work additional or flexible hours as business needs require.
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Additional Info

- The hourly pay range for this role is \$22.00-\$28.00.
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To apply please visit: <https://phillipsauctioneers.bamboohr.com/careers/474>. Please be advised: due to the high volume of applicants, we are only able to contact those candidates whose skills and backgrounds best fit the needs of the open position.