

TOP CLIENT STRATEGY DIRECTOR

Hong Kong

Acting as the manager of, and expert on, client information and client strategies for Phillips' top tier clients and prospective top tier clients in Asia for Phillips, the Top Client Strategy Director will be responsible for partnering with the Chairman Asia, key specialists, Regional Directors, to understand individual clients, proactively gather and record information on a regular basis to consolidate those client relationships, and support the key specialists, and Regional Directors in devising strategies to increase and enhance clients' activity with, and loyalty to, Phillips. The communication with the key specialists in person, on the phone, or through emails is critical and almost on a daily basis.

This will involve responsibility for developing, supporting, and implementing effective and realistic top client programs and general client programs in Asia with a focus on relationship cultivation to increase client transactions. This will also involve traveling to regional offices.

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

ASIAN TOP CLIENT PROGRAM: Working with the Chairman Asia, key specialists, and Regional Directors in providing support, administering, and overseeing the Asian top client program, with the objective of increasing the overall number of top clients known to, and transacting with, Phillips and supporting the long-term business getting and client strategies to increase client participation in our evening sales. Provide client intelligence to inform cross-departmental 'top client discussions', identifying current and prospective clients to focus on for engagement. Platforms for doing so include:

- Top prospect meetings for specialist departments;
- New business meetings for senior management;
- Regional business meetings for senior management and local specialists;
- Interest meetings held by Heads of Department;
- Asia Advisory Board meetings led by Chairman Asia

RESEARCH: Gather and share top client intelligence data ensuring all information is captured on Phillips' systems by client strategy team. Generate reports, summaries and recommendations to inform and support business development efforts.

GENERAL CLIENT REVIEW AND ANALYSIS: Conduct regular client reviews within the Business Development and Specialist teams to assist with building effective client target strategies. Provide data support and analysis to inform the development of effective consignment strategies and buyer development strategies. Assist the Marketing, Business Development and Events functions with planning and compiling guest lists for client events and generating pre-event briefings. Participate in post-event debrief sessions to review gathered client intelligence, identify business opportunities and ensure the intelligence is captured in CDS and followed up on.

MODERN AND CONTEMPORARY ART EVENING SALE PRE-SALE: Work with the department to support pre-sale outreach efforts by providing client data analysis and market intelligence, contributing to catalogue and marketing lists, and identifying cross-departmental opportunities. Participate in pre-sale interest meetings.

MODERN AND CONTEMPORARY ART EVENING SALE POST-SALE: Contribute to post-sale meetings ensuring thorough capture of client activity, setting and articulating future client strategies and working with the department to establish business priorities for upcoming season.

PC/OC CHANGES: Review and evaluate Specialist/Client interaction to enhance company's knowledge of client and collection evaluation. Ensure that client contact requests are assessed, responded to, and updated in the client databases.

DATA ENTRY: Maintain and update client data as part of Business Development/Client Review process.

OTHER DUTIES: Perform other duties as identified.

- Minimum 10 years of experience in a similar in an auction house or internationally recognized gallery.
- Strong business sense and an excellent understanding of the art market.
- Exceptional client knowledge and intelligence, and the ability to create effective client strategies.
- Exceptional data mining, qualitative and analytical skills with ability to synthesize data and think conceptually.
- Excel skills to organize data and create reports.

Education and Training

- Bachelor's Degree in Art History or a related subject, preferred

Personal Attributes

- Strong interest in developing client relationships.
- Meticulous attention to detail.
- Strong decision management skills with the ability to take the lead and problem solve.
- Excellent communication and influencing skills.
- Excellent client management skills including confidence, tact and diplomacy.
- Strong client management 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.
- English is a must. Multiple foreign language skills are desirable.

Working Conditions

- Work is undertaken primarily within an office environment.
- Travel as required and approved to our other regional offices.

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.