

MANAGER, SELLER SERVICES

New York

This position is responsible for providing business process training and support to the Seller Services team, as well as acting as a point of escalation to this group as they navigate complex sale administration tasks. This role will maintain oversight of consignor responsibilities for the Seller Services team and ensure business process excellence is maintained across all aspects of administration. Take a proactive approach to system and process improvements, connecting with key stakeholders across the business to understand the complexities of various tasks and making suggestions for improvement. 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

- Line manage a group of Seller Services, Administrators focused on consignor support, providing day-to-day support and guidance.
- Oversee Administration, including:
 - o Supporting Seller Services Admins with complex consignment terms
 - o Working with Commercial, Legal, and Finance teams on bespoke deals
 - o Assisting Admins with complex post-sale client issues, e.g. cancelled sales, SBRs, claims, TTI, etc.
 - o Ensuring all consignment charges (Client to Absorb, Phillips to Absorb) are allocated to the consignment records
 - o Holding regular pre-sale health checks for each sale, to ensure deadlines and consignment requirements are being met
 - o Validating pre-settlements for all sales, ensuring financial transactions comply with deal terms
- Following 60 Days Post-Sale, act as the escalation point for all outstanding consignor payments, aftersales, cancelled sales, TTI, RTOs, etc.
- Administrator performance management, including goal setting and annual reviews.
- Recruitment of new Administrators, ensuring a robust team is in place at all times.
- Oversee onboarding and training programs for new Administrators, as well as training for existing team on new initiatives and protocols.
- Act as an escalation point for Administrators as well as stakeholders across the business on issues relating to consignor administration and processes.
- Ensure adequate Administrator coverage across all sales/specialist departments, including managing a sale rota for the Regional Sale Calendar and plans for holiday/sick leave coverage.
- Work with key specialist team stakeholders to ensure all sale department business governance is completed prior to sale publish and all client communications are of exceptional standard.
- Partner closely with the Post-Sale Services and Client Accounts teams to ensure the appropriate completion of the consignor client journey at the point of financial settlement.
- Chair relevant Regional Administrators Forums in order to strengthen communication, implement consistency and best practices, and create a sense of identity and belonging within the administrative group.
- Support the adoption of technical resources, including but not limited to Contract Express, DocuSign, Gavel, Auction

Tools, etc

- Partner with Project Managers, Product Owners and other Technology Leads to remain a UAT resource, and an SME to guide development for system enhancements and defects to improve administrative business process.
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Professional Skills and Experience

- Strong proficiency in Microsoft Office Software (Excel, Outlook, Word and PowerPoint)
 - Strong proficiency in Phillips's systems and business processes
 - At least 2 to 3 years' work experience in operations/project management/business administration, preferably at an auction house
 - Confident in managing and leading a team
 - Confident self-starter and engaging presenter of information
 - Excellent written and verbal communication skills
 - Excellent time management skills with the ability to work well under pressure and prioritize to meet strict deadlines
 - Ability to work professionally and collaboratively with all other areas of the business
 - Ability to learn new Phillips' internal systems and software, as needed
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Working Conditions

- Work is primarily undertaken in person in our New York office.
 - Flexibility with working hours including some evenings and weekends.
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Additional Info

- The annual salary range for the role is \$65,000-\$75,000.
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To apply please visit: <https://phillipsauctioneers.bamboohr.com/careers/493>. 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.