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BIDS & POST-SALE SERVICES COORDINATOR, NEW YORK

New York

To support and assist the Bids & Post-Sale Services Manager with all Bids tasks in the lead up to and during each auction, and continue assisting successful clients as part of the Post-Sale Services team. Cooperate with global Client Operations teams to support best practices, ensure consistent client experience, and achieve global alignment in service strategy and technology applications. 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

- Work closely with the Bids & Post-Sale Services Manager to ensure smooth operation of the Bids Department in New York;
- Receive phone calls and e-mails for the Bids Department, responding to basic questions in a polite, professional, and timely manner;
- Register telephone and absentee bids upon submission for sales in all regions;
- Check bidder registrations against the database to ensure records are accurate; updating and following up as needed;
- Manage multiple online bidding systems and platforms, requesting additional information and registering bidders as necessary;
- Create new accounts in the database for new bidders wherever necessary, adhering to Phillips's common practices.
- Assist with auction room staffing;
- Organise all registered phone bids and allocate appropriately to Phillips's staff on auction day;
- Troubleshoot problems for both clients and colleagues as the sale progresses;
- Liaise with specialist departments prior to the sale to provide information on bidders and interest levels;
- Assist with Bids specific post-sale tasks, including bidder reports as necessary;
- Work as part of the Post-Sale Services team assisting clients with purchases after each auction in New York and for global sales, as required, facilitating a seamless end-to-end bidding and buying experience;
- Send out invoices to successful clients;
- Liaise with third parties to gather shipping quotes - book or schedule shipments as required;
- Liaise with internal Shipping and Client Accounts teams to track payments and deliveries;
- Assist clients with shipping procedures and unfamiliar payment/finance processes;
- Assist the Bids & Post-Sale Services Manager with sale status updates and settlement reports for the Specialist teams;
- Additional responsibilities and expanded duties as identified and assigned by the Bids & Post-Sale Services Manager.

Professional Skills and Experience

- Previous bids/auction experience preferred
- Foreign languages: desirable
- Intermediate knowledge of Microsoft Excel: desirable

Education and Training

- Art industry background desirable

Personal Attributes

- Ability to work to strict deadlines and in high pressure situations.
- Ability to deal effectively and efficiently with multiple tasks.
- Excellent organisation skills.
- Strong attention to detail.
- Ability to communicate in a professional manner with a wide variety of people including superior written and spoken communication.
- Ability to prioritise effectively and adjust as necessary.
- Ability to work as part of a team and individually on own initiative.
- Ability to learn Phillips's internal processes and systems.
- Computer literate.
- Flexibility to work evenings and weekends as required.

Working Conditions

- Work primarily undertaken in our Park Avenue premises, with the opportunity to work remotely from home.

Additional Info

- The hourly pay range for the role is \$24.04-\$26.44 per hour.

To apply please visit: <https://phillipsauctioneers.bamboohr.com/careers/519>. 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.