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DROPSHOP MANAGER, HONG KONG

Hong Kong

The Dropshop Manager, Hong Kong oversees the strategic planning, execution, and day-to-day operations of Phillips Dropshop, working across Global Operations, Ecommerce, Marketing, Business Development, Specialist departments, and Technology to deliver a coordinated global digital sales calendar. The position is responsible for developing and executing Dropshop initiatives and shaping compelling online offerings and cross-category collaborations. For Hong Kong drops, the role manages the full operational lifecycle, including customer service, KYC, billing and shipping inquiries, inventory and archive management, campaign and editorial coordination, publishing, fulfillment, expenses, invoicing, reconciliation, and documentation. The role also ensures Dropshop remains aligned with annual budgets, strategic priorities, marketing campaigns, operational requirements, and evolving best practices in digital merchandising and online sales.

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 Global Operations, Dropshop, Ecommerce and Marketing teams to create, maintain, circulate, and execute a digital sale calendar that compliments and augments the existing live global auction calendar.
- Ensure that ecommerce plans support key strategic initiatives, launches, top sellers, seasonal/bespoke campaigns, trends and goals.
- Partner with international Dropshop colleagues to assess analytics to monitor traffic, customer behavior, sales trends, feedback and customer insights.
- Provide guidance and expertise to Phillips' specialist departments to shape and execute successful offerings of the core collecting category. Where complimentary material has been sourced by the Digital Marketplace team, work with specialist departments to find cross-category collaborations and synergies.
- Work with Business Strategy and Object Intelligence colleagues to research customer desire to shape site growth, and drive innovation for online merchandising "best practice".
- Partner with Press, Social, and Marketing teams to amplify campaigns.
- Oversee day to day operations of Phillips **Hong Kong**
- Partner with global Ecommerce team to ensure the Dropshop pipeline is in line with annual budget.
- Provide support for the Dropshop teams by fielding mainline phone calls, answering basic questions in a polite and professional manner.
- Manage general Dropshop inboxes, reviewing and answering inquiries and facilitating post-sale communication, inclusive of Know Your Client (KYC) Verification, Billing & Shipping updates.
- Liaise with Marketing, Creative, and Press departments to support seamless campaign rollouts, including but not limited to asset and copy delivery, partner feedback and final approval.
- Write/prepare editorial notes for each drop in collaboration with marketing team and artist/partner.
- Coordinate with publishing team, ensuring that all required assets are approved, filed and delivered according to publishing schedule.
- Maintain up to date Dropshop inventory, inclusive of the Dropshop Archive, inbound property that needs to be illustrated for upcoming drops, and the release of property from Phillips systems following fulfillment.
- Partner with Shipping and Operations to ensure proper staffing and materials are available for drop and exhibition fulfillment.
- Process and track Purchase Orders for sale expenses, effectively managing sale costs and approvals together with management team, in line with Company policies and approval matrix.

- Invoice custom pre-drop sales, as required.
- Review and reconcile purchases, updating fulfillment status post-drop.
- Organize departmental events/meetings, as required.
- Manage Dropshop document archive, specifically relating to legal, KYC, cataloguing, edition allocation, and digital assets.
- Liaise with internal projects leads in marketing, product, technology, and operations as required.

Professional Skills and Experience

- 4+ years of experience in the art world or an Ecommerce marketplace.
- Experience with inventory and property management, fulfillment experience a plus.
- Ability to communicate in a professional manner with a wide variety of people, including written and verbal communication.
- Prior experience with Shopify and NetSuite preferred.
- Excellent time management skills with the ability to work under pressure and prioritize meeting strict deadlines.
- Fluency in Microsoft Office (Excel, Outlook, Word and PowerPoint)
- Ability to manage projects with minimal line manager supervision.
- Experience with project management software a plus.
- Experience in process and data management with demonstrated ability to analyze data and present with a high degree of fluency to senior stakeholders, preferred.

Education and Training

- Bachelor’s degree or equivalent work experience required.
- Master’s degree in Business or Art Administration, or equivalent work experience a plus.
- Foreign languages, desirable.

Personal Attributes

- Ability to communicate in a professional manner with a wide variety of people including written and verbal communication.
- Excellent time management and prioritization skills with ability to work under pressure to meet strict deadlines.
- Ability to work individually on own initiative and as part of a team.
- Ability to deal effectively and efficiently with multiple tasks.
- Proactive with excellent organization skills and meticulous attention to detail.
- Ability to work professionally and collaboratively with all other areas within the business.
- Ability to handle confidential information discreetly and responsibly.
- Ability to learn Phillips’ internal programs, systems and software.

Working Conditions

- Work is undertaken primarily within an office environment at the West Kowloon location.
- Flexibility with working hours including some evenings and weekends/ willing to work all events.
- Ability and willingness to handle (including lifting and moving) the properties (art objects) if required.

Additional Info

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