

Posted 14 July 2025

CLIENT SERVICES COORDINATOR

London

Phillips is an international auction house, conducting sales of Contemporary Art, Photographs, Design, Modern & Contemporary Editions, Jewels and Watches. Phillips is currently seeking organised, motivated & visitor-focused individuals to fill a Client Services Coordinator position in our Client Services department.

Based in London, the primary focus of the position will be to support our Client Services team in the day-to-day running of the front of house and the provision of the Client Services function on an ad-hoc basis. You will be responsible for representing Phillips and our high values of professionalism and excellence by offering an outstanding client service & visitor experience at all times.

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

- Receive phone calls on behalf of the company answering questions in a polite and professional manner, taking messages and transferring calls as appropriate.
- Compose and edit correspondence, reports, memoranda and other material.
- Aid the Client services Supervisor with various tasks.
- Work auctions and register in person bidders as required.
- Introduce clients and visitors to the gallery, specialist departments and/or operational staff.
- Manage catalogue distribution, selling and mailing catalogues to our clients as well as maintaining our catalogue archive.
- Manage client accounts, updating our internal databases with client's details and ensuring appropriate KYC documentation is on file.
- Creating new Gavel accounts for new bidders and consigners.
- Manage the mail, courier services, deliveries and taxis.
- Manage and order all stationery and office facilities for Berkeley Square and the Warehouse.
- Ensure all public areas and meeting rooms are set up to a high standard.
- Create and manage RSVP lists for our auction previews and run the guest list and set up during the events with the Events Manager.
- Proactively anticipating client and staff needs through organized research and stock keeping.
- Organising the up keep of the barista stock as needed.
- Managing multiple inboxes including memberships, ticketing and event invitation responses.
- Performing any ad hoc tasks.

Professional Skills and Experience

- 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 top level clients
 - Ability to work in high pressure situations
 - Ability to work as part of a team
 - Ability to learn Phillips' internal processes and systems
 - Computer literate
 - Reliability
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Education and Training

- Interest in the Arts or having an Art History background desirable
 - Foreign languages desirable
 - Experience in a front of house and client facing position desirable.
 - Microsoft Office
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Personal Attributes

- Ability to keep calm while dealing with multiple tasks in extremely high-pressure situations.
 - Ability to communicate and act in a professional, discrete, and confidential manner with a wide variety of people and activities.
 - Flexible and reliable and will be able to work on own initiative as well as part of a team.
 - Additional languages are desirable but not essential
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Working Conditions

Work is undertaken within a Gallery and office environment in our Berkeley Square location from duties on reception and auction room environment – with potential for travelling up to twice a year to Geneva sales or any other European sales that may happen.

Working hours: 8:30-17:30/9:00-18:30; As and when required, including evening and weekend work

Click Apply - Please note that interviews for this role will be held in person. When applying, please specify your availability during this time.