

TEMPORARY POST-SALE ADMINISTRATOR

New York

This position will be responsible for the administration of all post-sale property for the Modern and Contemporary Art Online and Live Sales'. Acting as the main liaison for both internal team members and external clients, the role will focus on facilitating and processing post-sale transactions and troubleshooting all issues in a timely manner with the appropriate departments to maintain the highest standard of service.

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

- Guide buyers through the post-sale process, facilitating and processing post-sale transactions, including but not limited to invoicing, payments, and post auction sales
- Orchestrate seller property returns in a timely and professional manner.
- Be accountable and provide oversight for all post-sale related issues and queries by offering options to help clients make timely settlement and collection choices
- Liaise with the client accounting department to ensure accurate post-sale and settlement processes
- Follow all compliance requirements related to confirmation of payment instructions
- Manage third party payment issues, escalating to the relevant internal departments and assisting with the resolution
- Proactively closing a sale financially and logically, collecting and managing all outstanding debt and ensuring timely release of all sold property
- Facilitate the post-sale shipping process, working with logistics team to manage client shippers; action and follow up on shipping collection and delivery; and work with shipping department to organize shipping quotes, confirmations, bookings, and deliveries.
- Collaborate with internal subject matter experts (Department Administrators, Specialists, Client Accounting, Legal, Shipping, etc.) to resolve issues, ensuring the highest level of client satisfaction
- Proactively update and communicate with relevant MCA sale team and specialist contacts to ensure full visibility on post-sale progress
- Maintain a post-sale runner of the sales, proactively ensuring the efficient closure of the sale as it relates to buyer payments and release of property
- Answer phone calls directed to MCA Post-Sale, ensuring that queries are resolved or escalated in a timely manner
- Provide support to the MCA department sale administrators where necessary

Education and Training

- Bachelor's degree or equivalent work experience, required.
- 1-2 years or experience performing similar duties, Administrative or Client Service field, preferred
- Language skills in addition to English, preferred.

Personal Attributes

- Ability to communicate in a professional manner with a wide variety of people including written and verbal communication.

- Ability to operate with grace under pressure while delivering a high standard of work on tight deadlines.
 - Ability to work professionally and collaboratively with all other areas within the business.
 - Ability to handle confidential information discreetly and responsibly.
 - Proactive with excellent project management and organizational skills.
 - Ability to deal effectively and efficiently with multiple tasks.
 - Meticulous attention to detail.
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Working Conditions

- Weekends and evenings required where necessary.
 - Work is primarily undertaken in our 432 Park Avenue office.
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Additional Info

- The hourly pay range for the role is \$19.23-\$21.63 per hour.
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Please submit your resume and cover letter to Careersus@Phillips.com. Please use the subject header "Temporary Post-Sale Administrator". 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.