

Posted 03 July 2024

# TEMPORARY OPERATIONS PROJECT COORDINATOR (TEMPORARY ASSIGNMENT UP TO 6 MONTHS, BENEFITS ELIGIBLE)

New York

With a special emphasis on providing exceptional client service, the primary focus of the role is to ensure that sold and unsold items of artwork (referred to as 'aged property') is managed and moved through the business; excess property is managed down to the necessary minimum, and the data accuracy of on-site property is controlled. The Temporary Operations Project Coordinator will arrange outbound shipments for returning property to owners, as well as providing regular reporting, best practice and process for property counts. They will serve as a primary point of contact between internal departments on behalf of clients to ensure their post-sale experience meets our high service standards. Overall, the role will ensure there is a proactive & efficient approach to managing historic and post-sale inventory in alignment with the global processes. We anticipate the assignment to be up to 6 months, subject to business need.

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.

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## Duties and Responsibilities

- Assist clients with the post-sale process, facilitating and processing post-sale logistics, including but not limited to coordinating shipping, invoicing, sales tax, and payments
- Reconcile historic Phillips stock to provide accurate inventory reporting of aged property
- Conduct proactive client outreach to arrange the shipping and/or collection of historic lots
- Prepare shipping estimates and manage end-to-end logistics for outbound property
- Follow all compliance requirements & regulations
- Liaise with key stakeholders across the business to ensure the timely and accurate removal of property
- Engage third-party suppliers to discuss inventory management and movement of sold property
- Partner with auction departments and logistics teams to proactively identify opportunities for inventory management and reduction
- Track all costs associated with property movement
- Provide feedback to Head of Service Operations on roadblocks/issues in managing inventory; escalate as necessary
- Answer Aged Inventory & Post-Sale related calls, ensuring that queries are resolved or escalated in a timely manner
- Manage and coordinate large, consolidated shipments for both air and ocean transfers
- Provide support to other Service Operation channels as necessary and participate in ongoing post-sale projects and developments

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## Professional Skills and Experience

- Good experience dealing with project coordination
- Good experience in a client-facing role
- Familiarity with logistics coordination and shipping
- Experience with MS Office Suite and Outlook, required

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## Personal Attributes

- Strong, positive interpersonal and communication skills (written and verbal) with the ability to work professionally and responsibly with clients and all areas within the business

- Excellent client-relations and customer service skills including confidence, tact and diplomacy
  - Ability to work towards deadlines
  - Excellent service standards including the speed of response and the ability to perform various shipping related functions
  - Excellent time and resource management skills with the ability to multi-task and work autonomously in a team based environment
  - Ability to understand and work with financial resources
  - Ability to handle confidential information discreetly and responsibly
  - Excellent project management skills
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## Working Conditions

- Work will be a combination of remote and onsite at our Long Island City Warehouse & our 432 Park Avenue Gallery at the direction of the Head of Service Operations.
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## Additional Info

- The hourly pay range for the role is \$20.00-24.00 per hour.
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To apply please visit: <https://phillipsauctioneers.bamboohr.com/careers/338?source=aWQ9MjM%3D>. 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.