

Posted 16 July 2024

# CLIENT SERVICES SUPERVISOR

London

The Client Services Supervisor will have overall responsibility for Client Services in London. They will foster continuous improvement in client service, working closely with the Bids & Post-Sale Services Manager, Europe and the Head of Service Operations, Europe to closely monitor service levels and identify opportunities to enhance service efficiency. They must be extremely professional, have the ability to multitask, be presentable, charismatic, confident and polite while interacting with our diverse clientele. They should consistently provide the highest level of professional service possible to our clients as well as Phillips' colleagues. They will design and implement training modules to support the team. They will oversee the in-person bidder registration process, ensuring it is efficient, seamless, and according to the highest standards 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.

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## Duties and Responsibilities

- Day-to-day supervisory responsibility for the Client Services Coordinator (full-time) and Casual Client Services Representatives during all periods of activity (auctions, exhibitions, events and downtime activity)
- Ensure all transactional responsibilities of the Client Service team are effectively carried out, service levels are maintained, and make certain that we are consistently providing an exceptional "one-stop shop" experience for clients across all client touch points.
- Manage staff recruitment and performance monitoring of all staff within Client Services, including Gallery Invigilators on zero-hours contracts.
- Oversee the scheduling of staff coverage to maximize efficiency, fulfill all tasks, and provide sale coverage.
- Define training modules, schedules, effective coaching and monitoring sessions; and ensure standard operating procedures are maintained, updated, and communicated to team members.
- Manage reception costs for Berkeley Square, including stationery and post/courier services.
- Review similar office costs for regional European offices, ensuring that they are itemized against the correct financial reporting lines.
- Maintain a daily presence on the front desk, working alongside the team in the following tasks:
  - o Pre-sale registration for in-person bidders;
  - o Answer questions about other bidding methods (phone, absentee, online);
  - o Manage ticked sales, when necessary;
  - o Assist Gallery Registrar and Client Accounts to process lot payments and pick-ups when necessary;
  - o Handle catalogue requests and sales;
  - o Manage client enquiries and maintain a good client relationship by seeing to clients' needs;
  - o Verify and update client accounts and information;
  - o Act as a liaison with the departments on behalf of clients;
  - o Assist with Account Creation in conjunction with the US and HK CS teams.
- Manage Client Services during the Geneva marquee sales held once per season, carrying out all the same duties/tasks as for London-based auctions and seeing to special client needs associated with offsite auctions, ensuring that there is a robust CS team present to address all client needs
- Act as a point of contact for and ensure reception duties are carried out for non-Phillips tenants at Berkeley Square, remaining available to assist with any issues
- Ensure public areas and Front of House areas are always clean and tidy; liaise with the various Operations stakeholders to fix and address any issues

- Ensure problems are escalated appropriately, including keeping a record of both positive and negative client feedback; implement process changes as necessary.
  - Foster positive working relationships with Client Services teams in our New York and Hong Kong offices, working to maintain a consistent service level for clients in all locations,
  - Work to develop a culture focused on client service within the company by developing relationships with staff in all areas/departments and designing training programs across all levels of the business.
  - Recommend initiatives, implement and monitor changes focused on improving client service for all clients at all levels of transactions.
  - Perform any ad-hoc duties as required.
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## Professional Skills and Experience

- Auction House experience is desirable.
  - Proven experience in overseeing teams and implementing projects.
  - Additional language skills are desirable, particularly French and/or Italian.
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## Education and Training

- BA/BS or comparable working experience working with clients in person and remotely.
  - Art History background desirable.
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## Personal Attributes

- Demonstrated ability to reflect the image and standards of Phillips in all situations in accordance with Client Service Standards.
  - Excellent client-relations and presentation skills including confidence, tact and diplomacy.
  - Ability to work professionally and responsibly with all other areas within the business.
  - Demonstrated ability to pay close attention to service levels and attention to detail.
  - Excellent verbal and written presentation skills and ability to communicate in a professional manner with a wide variety of people,
  - Ability to deal effectively and efficiently with multiple tasks.
  - Proactive with excellent organisation skills
  - Meticulous attention to detail
  - Excellent time management skills with the ability to work under pressure and prioritise to meet strict deadlines.
  - Willingness to be trained and act as a first aider and fire warden
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## Working Conditions

Full-time, Monday-Friday 9am-6pm, with flexibility to work evenings and weekends as required.

Work is primarily undertaken in our Berkeley Square location, with limited travel to support Geneva sales.

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To apply, please email a resume and cover letter to: <https://phillipsauctioneers.bamboohr.com/careers/344>